

Surge Role Profile – CVA Coordinator

Job Title	Cash and Vouchers Assistance (CVA) Coordinator
Classification Level	C - Coordination and technical assistance
Immediate Supervisor’s Title	To be completed by line manager
Number of Direct Reports (if applicable)	To be completed by line manager
Number of Indirect Reports (if applicable)	To be completed by line manager

Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world’s largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC’s headquarters is in Geneva, with regional and country offices throughout the world.

Job Purpose

The CVA Coordinator (Team Leader) under the direction of the IFRC Operations Manager / Head of Delegation, will work with relevant government actors, the National Society and other Movement partners, NGOs, and other relevant actors to develop a relief and recovery response strategy that includes appropriate use of CVA and builds existing NS cash preparedness capacity and with a focus towards quality and accountability to beneficiaries. Particular attention should be given to strategic direction and advocacy in support of affected communities.

- All CVA roles have the underlying purpose of supporting the National Society consider the use of cash and vouchers as a response modality for an effective response in relief and recovery through technical and strategic support throughout all stages of the project cycle.
- The CVA Coordinator specifically brings in CVA strategic, technical and operational expertise building on the host NS capacity approach, enabling the transition and scale up from pre-disaster operations to emergency response, through to recovery and transition to longer-term development programming.
- The CVA Coordinator ensures effective coordination and harmonisation of CVA response component sin relief and recovery links with the external CVA stakeholders including government actors, the private sector and the CVA humanitarian community, informing, aligning and coordinating CVA components as necessary to avoid duplication and maximize the impact of the overall humanitarian response.

Role (Job Requirements)

Job duties and responsibilities

1. Transition and Set up

- Identify host NS cash preparedness capacities for CVA implementation (including all necessary tools and financial, logistics and M&E systems for implementation such as SOPs, operational guidelines, risk register, beneficiary registration tools, monitoring tools, CEA tools, information management tools in line with data protection requirements, communication materials).
- Ensure Movement partner CVA expertise is channeled appropriately during CVA implementation during scale up, transition to recovery and scale down in line with host NS priorities and context specific needs, providing strategic direction on the role of CVA for an defective response.
- Identify and work with NS counterpart and staff from the outset building joint understanding of CVA.
- Support and provide technical support and inputs in the ongoing operation, set up the CVA component including development of the plan of action and budget. Ensure programme delivery follows the Plan of Action, and beneficiary selection and transfer mechanisms follow agreed NS procedures and SOPs. Maintain overall oversight of all CVA elements ensuring targets are met and identified risks are mitigated.
- Promote the use of digital data collection/management tools e.g. Red Rose, Kobo, ODK, etc. for implementation of CVA with speed at scale for quality programming.
- Define and communicate strategic directions for emergency operations and ensures the alignment of all workplans. Adapt the strategic direction due to changing needs and contexts and oversees overall delivery.

2. Advocacy and Coordination

- Advocate for and raise awareness for the appropriate use of CVA to host NS leadership to support decision-making for CVA scale up for surge response and transition and ensures NS ownership of CVA strategic direction for the future.
- Advocate for and raise awareness for the appropriate use of CVA with local government to ensure a good understanding of the CVA specificities, its advantages, potential risks and ways to mitigate them.
- Advocacy with NS to undertake formal procurement process for FSP/Voucher vendors.
- Work with the NS, the Government and other humanitarian actors in the country to determine the transfer value which best meets the project objectives and decide on the frequency of the transfer.
- Coordinate with Movement and non-Movement programme partners. Together with the NS cash focal point, participate in the cash coordination structure when/if established and any other coordination meetings.
- Ensure the host NS is represented in external CVA coordination forums and is seen as a credible CVA player throughout the response.

3. Assessment and CVA Feasibility

- Lead the cash feasibility assessment considering the needs, priorities and preferences of affected population, the market conditions, the government policies, the available payment mechanisms, the NS

organizational capacity, and other relevant key criteria using the RCRC guidance and existing tools and templates for cash feasibility.

- Lead the market analysis together with Procurement/Logistics unit, engaging NS staff in identifying key commodities and markets, collect the market information and consolidate the market findings in order to determine whether the market will be able to respond to the needs, as well as to identify market-based interventions to assist the shock affected population.
- Support the initial financial service provider assessment based on existing cash preparedness plans and SOPs of the host NS and identify viable delivery mechanisms for the relief and recovery response in collaboration with the host NS relevant departments (finance, logistics and programmes) to allow for an initial understanding of the operational context (i.e. coverage, accessibility, costs, liquidity, legal and data-protection aspects, etc.).
- Support the NS team to analyse the risks and complete the risk assessment including the measures to mitigate the potential risks. Engage the community as well as all relevant departments in the risk analysis and identification of measures to mitigate security and other potential programmatic risks.

4. Response Analysis and design

- Support the operational team to conduct a robust response options analysis, based in a series of agreed criteria (i.e. timeliness, preferences of affected population, value for money, etc.) to compare responses and assistance modalities and identify the most appropriate, effective and efficient modality and transfer mechanism or combination thereof. Ensure key internal and external stakeholders are engaged in the response options analysis.
- Use data to decide how immediate relief and recovery needs will be met through an integrated response and provide CVA modality guidance to sectors on target groups, transfer values, number of tranches and delivery mechanisms most suited to their response objectives. Where possible advocate for integrated approaches involving CVA for different target groups, ensuring synergies and efficiencies and appropriate timelines.
- Ensure targeting of CVA is aligned to the overall RCRC Movement response and complements any external CVA activities planned by other actors.

5. Operational set up

- Identify specialist skills that may be required in different operational contexts (IM, registration systems, delivery mechanisms) and ensure adequate human resource capacity is identified for CVA implementation. Create an HR plan that meets the operational requirements and is reflected in the plan of action and support HR in the timely recruitment of CVA personnel for surge and for transition into recovery and longer-term programming from the outset.
- Support and provide technical support and inputs in the ongoing operation. Be responsible for setting up the CVA component including development of the plan of action and budget. Ensure programme delivery follows the Plan of Action, and beneficiary selection and transfer mechanisms follow agreed NS procedures and SOPs. Maintain overall oversight of all CVA elements ensuring targets are met and identified risks are mitigated.
- Work with the NS to ensure that all necessary tools and systems (financial, logistics and M&E) are adapted for assessment, are in practice and disseminated. This includes SOPs, operational guidelines, risk register, beneficiary registration tools, monitoring tools, CEA tools, information management tools in line with data protection requirements, communication materials).

- Together with the CEA team, develop a CEA plan and ensure CVA messages are effectively disseminated to recipients and relevant stakeholders and appropriate feedback mechanisms are established following the IFRC respective guidelines.
- Together with the finance, logistics and IT teams ensure the host NS systems are enhanced for the encashment process and identify realistic timelines for the introduction of new systems during the response.

6. Monitoring and PMER links

- Together with PMER, outline the PMER plan and adapt the necessary M&E tools from the RCRC toolkit. This includes tools for baseline and verification visit, exit survey (at distribution/encashment location), site observation, post distribution monitoring (HH-level), focus group and key informants' interviews, beneficiary feedback and response mechanisms and market and price monitoring.
- Identify the context data indicators relevant to the CVA response including market analysis, beneficiary satisfaction and feedback, safety and security and ensure findings are fed into the operations when data suggests the need for changes and improvements.

7. Implementation

- Ensure the provision of technical support, resources and inputs to implement the CVA component of EA/DREF. Oversee and support the delivery of the plan of action, including the PMER framework and budget management, ensuring achievement of the set objectives and milestones. Identify and advise on HR needs to ensure a smooth implementation of the programme.
- Support the NS procurement/logistics departments to map, select, define service requirements, Scope of Work (SoW) and contract the best suited FSP. Ensure contractual agreements with partners, financial local intermediaries and service providers, local traders for commodities vouchers, etc. are in place, are monitored and respected.
- Work closely with the finance department of IFRC for funds transfer to FSPs or recipients. Support the NS on required reporting and financial reconciliation of CVA component in coordination with their Finance and Logistics departments.
- Design, lead and coordinate the rollout of activities in selected project sites including registration and distributions/encashment with request resource planning and CEA support and ensure the timeliness of the response.

8. Capacity building and future cash preparedness

- Identify the initial CVA specific capacity and gaps in NS to implement a CVA response and provide relevant trainings on CVA and markets as required. Assess the NS cash capacity and gaps, propose and implement cash preparedness activities if relevant.
- Provide mentoring and coaching including on-job learning to NS staff and volunteers and closely liaise with NS field coordinators and volunteers assigned to the programme to ensure coherent and coordinated implementation.
- Document lessons learnt and share key findings and recommendations within the Movement as well as with external stakeholders.

9. People management

- Guide team members in problem solving and decision-making. Empowers others to make decisions when appropriate.
- Manage team members compliance with security regulations and take appropriate action.
- Create a positive collaborative environment where roles are clearly defined, feedback and open communication is encouraged, and the goals of the operation are clear within the team and with wider stakeholders.

10. Reporting, Learning and Dissemination

- Ensure adequate reporting and handover information is generated and disseminated between CVA surge personnel rotations keeping the host NS informed and participating in handover processes. This includes setting up and maintaining adequate information management systems on the CVSA component of the response and keeping a list of CVA stakeholder contacts.
- Support reporting, documentation and learning of the CVA to guide and inform future NS CVA.

Duties applicable to all staff

1.	Actively work towards the achievement of the Federation Secretariat's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

Profile (Position Requirements)

Education	Required	Preferred
University degree in relevant areas such as Disaster Management, Project Management, Sociology, Agriculture, IT/Computer Science, Finance, technical qualification or equivalent experience	●	
RCRC Movement CTP online or Face to Face trainings and Practical Cash in Emergencies (PECT) trained or member of FACT/ERU roster	●	
Delegate Training (IMPACT, Foundations of IFRC, RDRT, ERU, CAP (FACT) or Operations Management Training)	●	
Experience	Required	Preferred
At least 5 years' international experience in disaster management or response in humanitarian operations managing teams	●	
At least 5 years' experience leading and influencing the uptake of different aspects of CVA design and implementation (<i>i.e.</i> : <i>CVA feasibility assessments, market analysis, response design including setting targeting criteria, transfer values and delivery mechanisms, encashment, and monitoring</i>) and in developing CVA responses that that are inclusive and gender sensitive	●	
Demonstrated experience in the coordination of teams to collect and analyse CVA related data and ensuring findings feed into into the overall disaster management response through the RCRC Movement channels	●	
Demonstrated experience in supporting others to deliver an emergency response with early recovery / recovery transition planning including integrated approaches to disaster management	●	
Experience of providing on the job training and coaching and training national and international staff and volunteers on CVA		●
Knowledge & Skills	Required	Preferred
Cash preparedness and cash readiness concepts	●	
Integrated approaches to disaster response	●	
RCRC Movement CVA tools and guidance	●	
Understanding of CVA stakeholders in the NS, RCRC Movement, government, private sector	●	
Understanding and use of various beneficiary registration methods and systems	●	
Knowledge of feedback and response mechanism, including appropriate methods of beneficiary communication and channels.	●	
Self-sufficient in computers (Windows, spreadsheets, word processing)	●	
Ability to transfer knowledge, skills, and/or abilities to staff and volunteers.	●	

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values		●	
The Movement in the humanitarian sector			●
Coordination			●
Assessment			●

Programme management & reporting			●
Information management		●	
Resource management		●	
Direction setting and operational objectives			●
Safety and security			●
Transition and Recovery			●
Community engagement and accountability		●	●
Protection, gender and inclusion		●	
Environmental sustainability		●	
Interpersonal communication and collaboration			●
Conflict Management		●	
Cultural awareness			●
Judgement and decision making			●
Motivation			●
Personal resilience			●
Integrity			●

Technical Competencies - Cash Competency Framework	Tier 1	Tier 2	Tier 3
Context analysis and CVA appropriateness and feasibility tools for strategic direction setting			●
Operations Guidance for CVA modality selection and advocacy		●	
CVA programming as part of an Integrated response		●	
Use of appropriate CVA specific tools during phases of the project cycle (needs assessment, <i>CVA feasibility assessments, market analysis, response design including setting targeting criteria, transfer values and delivery mechanisms, encashment, and monitoring</i>)			●
Partnerships with CVA stakeholders (internal RCRC Movement sectors and logistics, finance and IT services) and external government, private sector and humanitarian)		●	
Transition management (scaling up/scaling down and relief to recovery)			●
Learning and documenting CVA implementation for dissemination of good practice			●

Languages	Required	Preferred
Fluently spoken and written English	●	
Good command of another IFRC official language (French, Spanish or Arabic)		●
Other languages: dependent on operational context		●