

LEVEL 5

Level 5 provides access to employment in highly skilled work or to career progression through improved recognition of work capabilities, as well as to job roles requiring managerial duties.

KNOWLEDGE (Theoretical and factual) :

Outcome of the assimilation of information through learning, body of facts, principles, theories, practices related to a field of work or study

SKILLS (Cognitive and practical) :

The ability to apply knowledge and use know-how to complete tasks and solve problems

RESPONSIBILITY and AUTONOMY

Proven ability to use knowledge, skills and personal, social and/or methodological abilities, in work or study situation and in professional and personal development



Humanitarian commitment

A N/A

→ Up-to-date, specialised, factual and theoretical knowledge of the humanitarian sector, its principles and standards. → Essential understanding of the limitations of that knowledge.

INDICATORS

→ Refers to beneficiaries when speaking about his/her own job. → Respects the organization's ethics and principles. → Translates the organization's principles into actions.

→ Comprehensive cognitive and practical skills for developing creative solutions for the application of humanitarian principles and standards to humanitarian challenges.

INDICATORS

→ Contributes towards the global vision. → Is familiar of the organization's objectives, structures, way of working, principles, etc. → Demonstrates understanding of agency project cycle management. → Builds and sustains acceptance for his/her work in line with humanitarian principles and standards.

→ Applies humanitarian standards and promotes ways of adhering to them in uncertain and unpredictable humanitarian contexts. Maintains high ethical standards and displays a fair and sincere attitude to all people, while behaving consistently across situations in words and in actions.

INDICATORS

→ Ensures that programme goals, activities and staff behaviour uphold key national and international humanitarian frameworks, standards, principles and codes which the organisation has committed to. → Respects the choices made by the organization. → Has an open-door attitude towards clients and understands why people act in a certain way at a given time.

Examples of life experiences

Examples if applicable:

Learning (knowledge), skills and competencies gained from prior experiences

Examples knowledge if applicable:

Examples skills if applicable:

Examples competencies if applicable:

Evidence of application of prior learning to current role (that you have gained through your life experiences in your present role and you should note this here)

Evidences:

Evidences:

Evidences:

Potential match with selected elements or units

Self evaluation:

- who has no significant experience in that field
- who has some experience but would not pretend to be a reference in that matter
- who feel at ease and autonomous with the mater and could guide other people

Actions I need to take



Context analysis and reflection

→ Specialised, detailed knowledge of the political, socio-economic and cultural context and basic understanding of the most important specific issues in relation to humanitarian action.

INDICATORS

→ Applies understanding of the political and cultural context and underlying causes of the humanitarian crisis. → Can use several tools supporting situation analyses (Venn diagram, causes/consequences tree, etc.) → Is able to draw a short synthesis, diagnosis from selected sources (at his/her level of responsibility).

→ A comprehensive range of cognitive and practical skills for structuring and ordering data into relevant information, analysing stakeholders and breaking down a problematic situation to its essential parts required to solve problems in the field of humanitarian action.

INDICATORS

→ Breaks a problems down into parts and analyses each part in detail. → Works sytematically and carries out formal research in order to get as much information as possible using all available sources (newspapers, computer searches, etc). → Collects, analyses and disseminates relevant and useful information and feedback with crisis-affected people and other stakeholders.

→ Relies on relevant information to adapt to unpredictable changes in the humanitarian context and acts upon it accordingly.

INDICATORS

→ Sees beyond the superficial to get to the root of a situation, problem or potential opportunity. → Obtains the required information by asking questions. → Strives to find out more about his/her clients' environment in order to understand ever aspect of their needs.

A N/A

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Actions I need to take



Coping & safety

A N/A

→ Specialized knowledge of contextual security issues and safety risks and a realistic understanding of an organisation's security policy, security plans, responsibilities, decision lines and their limits.

→ Theoretical and factual knowledge of stress management, main causes, and possible remedies.

INDICATORS

→ *Demonstrates knowledge and understanding of the security context by sustaining the given guidelines (at his/her level).* → *Identifies causes of his/her own stress and/or asks for help in detecting them.* → *Uses his/her habits, tools, practices etc. to reduce stress.*

→ Ability to analyse and judge situations with regards to common issues of security. → Ability to adapt behaviour to the safety needs of the situation by appropriately reassessing the priority of objectives, adjusting procedures, searching for creative and flexible solutions and learning from problems and difficulties for the future.

INDICATORS

→ *Reduces vulnerability by complying with safety and security protocols set by your organisation and adapt them to the local context.* → *Is able to integrate various security dimensions at stake and possible consequences.* → *Behaves and acts accordingly to security rules and policies.*

→ Reports security risks with relevant contextual information. → Accepts and adheres to the organisation's security policy, security plans, and hierarchical responsibility lines to face unpredictable security changes. → Identifies own and other's coping limits and stress levels and is able to determine their causes or to ask assistance in detecting them.

INDICATORS

→ *Recognises personal stress and take steps to reduce it.* → *Champions of the importance of safety and keeps the safety of colleagues and team members in mind at all times.* → *Sets a good example through personal behaviour on how to apply security policy.* → *Pays attention to the safety of crisis-affected people and other key stakeholders. Identifies and communicates risks and threats and contributes to mitigate these.*

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Actions I need to take



Leadership

A N/A

→ Up-to-date specialised knowledge of the objectives, structures and way of working of the humanitarian sector, as well as the most important issues and urgent needs in humanitarian action.

INDICATORS

→ Uses different communication tools and means (internal and external resources) to get the message across. → Gives solid and coherent arguments to support his/her points to the interlocutor, stressing the key information. → Seeks backup from experts and third parties to strengthen his/her point of view.

→ Ability to communicate and act clearly, while measuring the impact of one's words and actions.

INDICATORS

→ Shows awareness of his/herr own strengths and limitations and their impact on others. Manages his/her emotions. → Refocuses arguments according to the interlocutor's verbal and non-verbal communication style.

→ Identifies the extent and impact of one's tasks and the need for support without needing intensive supervision. → Reviews and develops performance of oneself and others.

INDICATORS

→ Is autonomous (no need for daily supervision). → Demonstrates understanding of his/her own skills and how they complement those of others to build team effectiveness. → Seeks and reflects on feedback to improve his/her own performance.

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Actions I need to take



Collaborative relationships

→ Specialised, theoretical and practical knowledge of team dynamics, organisational behaviour, sociocultural differences and effective collaboration in organisations.

INDICATORS

→ *Demonstrates an understanding of coordination mechanisms.* → *Takes measures to 'do no harm' and to minimise risks for partners and the concerned crisis-affected people.* → *Consults records (related data, background studies, past planning, etc) and align with the teams objectives before starting a project or job.*

→ Ability to communicate clearly while adapting language to the other party's position, interests and needs. → Ability to create and sustain networks with relevant actors and stakeholders.

INDICATORS

→ *Demonstrates understanding of your role and that of your organisation and others within the humanitarian system.* → *Prepares arguments prior to the discussion* → *Shares useful information and knowledge with colleagues, partners and crisis-affected people as and when appropriate.*

→ Demonstrates respects for cultural differences and accept working in multicultural environments positively. → Coordinates activities with team members and stakeholders, asks for feedback on what one communicates and shares information, timely and appropriately, to ensure that common objectives are achieved in multicultural environments and unpredictable contexts.

INDICATORS

→ *Determines how far he/she is prepared to compromise prior to negotiation.* → *Actively listens to new and different perspectives and experiences of crisis-affected people, stakeholders and team members.* → *Actively participates in networks to access and contribute to good practices.*

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Actions I need to take



Service to crisis-affected people

A N/A

→ Specialised factual and theoretical knowledge and understading of challenges in humanitarian aid provision, high impact solutions, their limits and what policies and procedures constitute high quality humanitarian assistance. → Critical understanding of the experiences and needs of crisis-affected people, as well as skills and capacities.

INDICATORS

→ *Demonstrates understanding of the phases of humanitarian response including preparadness and contingency, Disaster Risk Reduction, Response and Recovery.* → *Demonstrates understanding of the gender and diversity dimensions of humanitarian situations.* → *Actively participates in the design and implementation of effective projects and programmes (can propose tools, methods and concepts).*

→ Comprehensive cognitive and practical skills required to develop high impact solutions to typical humanitarian aid problems. → Ability to distinguish between important and urgent issues, define tasks to achieve given objectives and review results in order to deliver high quality work. → Ability to take into account the needs, skills, capacities and experience of crisis-affected people.

INDICATORS

→ *Is creative and can see various options to answer challenges.* → *Keeps obectives in mind and can set an order in priorities.* → *Takes into account the needs, skills, capacities and experience of crisis-affected people and apply these in the response.*

→ Listens to crisis-affected people and asks them questions to determine their needs and motivations, to offer solutions in line with their interests and to improve own performance. → In pursuit of the humanitarian objectives of one's job, perseveres to ensure a successful implementation under unpredictable circumstances, responding in accordance with policies and procedures and searching creatively for the best solution.

INDICATORS

→ *Keeps a beneficiaries orientation and remains crisis-affected people oriented (active listening, adapted answers and attitude).* → *Proposes alternatives usefull to solve issues.*

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From "specialized knowledge" to "advanced knowledge". Implies to develop a certain distance from a day to day operations to a broader picture.

Next level will imply to confront and solve more complex issues. This means more reasoning using more various resources.

Next level will bring management of teams and/or taking responsilities for a base/office/sector. This means more pluridisciplinarity in regular activities.