

ACCESS, SAFETY & SECURITY MANAGER

Location: Port-au-Prince, Haiti

Position Status Full-time

Salary Level: Field 7

About Mercy Corps

Mercy Corps is powered by the belief that a better world is possible. To do this, we know our teams do their best work when they are diverse and every team member feels that they belong. We welcome diverse backgrounds, perspectives, and skills so that we can be stronger and have long term impact.

Program / Department Summary

Mercy Corps has worked in Haiti since 2010. Mercy Corps' program focuses on the implementation of humanitarian services. With funding from USAID and other donors, Mercy Corps works together with communities in the West, Grand'Anse and Nippes departments of Haiti.

General Position Summary

The main goal of the ASSM is to create and foster a climate of security awareness that enables programs to be implemented. S/he is a strong team leader, able to develop and mentor team members and is an effective communicator, able to work with internal and external stakeholders to achieve common objectives.

Mercy Corps policy requires that each country office designates a focal point who is responsible to monitor the safety and security environment, analyze context, report incidents, provide briefings and support the security management of the country.

While the Country Director holds primary responsibility for security management, the ASSM is the vital contact for safety and security in a country program. The ASSM is responsible to implement, or operationalize, the security plan and guide the Risk Management Team in order to ensure the implementation, accuracy and relevance of security planning, as well as developing MC Haiti Humanitarian Access Management capacity.

Essential Job Responsibilities

- Maintains Mercy Corps' **Global Minimum Standards for Safety & Security** which include security management planning; documentation; orientations and briefings; journey management, including approval processes and staff tracking; incident reporting; office and workplace safety. This also includes management targets related to training, budgeting and staffing.
- Conducts country and local **Security Risk Assessments** for different security risk contexts and uses these periodic assessments to inform its security management planning. Communicates

relevant updates to the context, threats or procedures to team members and documents updated, as necessary.

- Drafts, updates, contributes and/or implements the **Security Management Plan**. Each plan includes at a minimum: risk assessment; contact information for the Risk Management Team; context analysis; standard operating procedures (SOPs); contingency planning; emergency medical planning and contacts, incident reporting instructions.
- Leads mandatory **Security Incident** reporting. Country offices are required to report and maintain a log of security incidents. It is the responsibility of the security focal point to maintain this log and also ensure individual security incidents are well-documented in a way that enables the country risk management team to analyze their immediate risk environment and also the agency to learn and improve upon their risk management approach. Critical incidents must be reported to the global security team immediately.
- Coordinates **security trainings, orientations, visitor briefing and on-boarding**. It is the responsibility of the security focal point to ensure that team members are prepared for the security risks and environments they will encounter. This is done through a briefing on the environment and orientation to Mercy Corps procedures and planning. This is generally done prior to starting the responsibilities, however, in some cases this is done in-situ with trainings, briefings and access to security plans. Updates, briefings and trainings are offered or provided periodically or as situations evolve.
- Identify and co-chair (with the CD or DCD) the **Risk Management Team** to help guide and implement security management in the country. Chairs Risk Management Team meetings and maintains a file of minutes or notes from the meetings.
- Oversee the annual **security self-audit** with the Risk Management Team.
- Serves as a **point of contact** for the Senior Director of Global Security and the Regional Security Advisor

SECURITY SYSTEM MANAGEMENT

- Familiarity with key security resources on the Hub and DL.
- Ability to set up incident tracking and security files in the country and/or navigate access to in-country files that already exist.
- Ability to promote a culture of security awareness and management.
- Develop and supervise the implementation of
 - Security Management Plan (SMP)
 - Standard Operating Procedures (SOPs)
 - Contingency Plans
 - Risk Assessments and mitigation plans
- Ensure Risk Management Team meetings occur on a regular schedule, chaired by the CD and coordinated by the ASSM.

- Advise Program and Heads of Offices on security safety management strategies, including the transfer, avoidance, acceptance and/or control of risks.
- Regular posting of security information to all staff via a convenient platform that they can easily access.
- Assist in the reporting and management of incidents and provide timely and accurate incident reports. Ensure incident reporting is conducted as necessary, documented and logged. Includes completion of incident report form, informing necessary actors and maintaining incident report file.
- Maintain an updated list of all necessary telephone and contact numbers of authorities in all Mercy Corps areas of work and residence
- Coordinate with IT on maintaining the movements of communication devices (VHF radios, satellite phones, company issued cell phones and others)
- Ensures the translation of all key documents in the local language/s.
- Ensure all interventions adhere to Mercy Corps' Code of Conduct; Gender, Diversity and Inclusion guiding documents; Core Humanitarian Principles and Do No Harm¹.

SECURITY AND CONTEXTUAL INFORMATION ANALYSIS

- Monitors local and national news (radio, television and print), information available from other agencies, Mercy Corps offices, and translates appropriate information in regular updates.
- Conduct routine site visits to Mercy Corps field offices and provide situation reports on the security situation in the area. Provide specific recommendations for the field offices and field team members conduct, as required.
- Use these periodic assessments to ensure that appropriate measures are taken for safe operation.
- Inform on issues that may have an effect on Mercy Corps security in the country and advice on precautionary measures.
- Produce regular written reports in the appropriate language (by demand) on the security situation in the areas of operation.
- Ensure regularly updated incident mapping based on gathered information. Map and advice on Go/No-Go areas.
- Coordinate with Mercy Corps supervisory staff in tracking national staff movements in the field. Establish a communication system with field staff when/where necessary. Advise on travel restrictions or precautionary measures, as required.

TEAM MEMBERS LEARNING AND TRAINING

- Ensure that the security orientation of new employees is completed on the first day of employment.
- Ensure that international team members/consultants receive a security orientation on the first day of arrival.

- Provide regular briefings/training to national staff on preventative security measures and conduct on and off Mercy Corps premises.
- Respond to staff inquiries about security issues and emergencies and provide immediate assistance when necessary.
- Maintain an updated database of all essential contacts, phone numbers and addresses of law enforcement agencies in the area.
- Prepare a security training plan with supervisor and conduct or organize security trainings as needed.

HUMANITARIAN ACCESS MANAGEMENT AND STRATEGY

- Perform stakeholder mapping relevant to program implementation and access in general.
- Represent MC in coordination mechanism related to humanitarian access.
- Advise MC Haiti on all access related questions.
- Develop and implement humanitarian access strategies and approaches tailored to local contexts in field sites throughout Haiti.
- Ensure humanitarian access approaches are responsive to local context and include overarching community engagement components.
- Develop ongoing relationships with local authorities and other power brokers within Haiti.
- Work to ensure that Mercy Corps, its mission and work in the areas of operations is known and accepted.
- Work to encourage stakeholders to work with Mercy Corps in ensuring that staff and programs are safe and allowed to continue humanitarian activities in Haiti.
- Provide regular updates to access procedures for all Haiti program areas.
- Provide technical input and advice in assessments to consider new Mercy Corps programs in new geographic areas.
- In coordination with the relevant department, liaise with security actors e.g., NGO Security Focal Point, UNDSS, INSO, PLSO, other NGO security coordinators, local community stakeholders, authorities, etc.
- Maintain a high level of preparedness vis-a-vis predicted contextual fluctuations operationally and programmatically.

NETWORKING AND LIAISON

- Maintaining, with the Head of Offices, a network of Mercy Corps security focal points in the country program as well as external professional contacts and counterparts.
- Provide timely feedback on questions and technical assistance requests from country program team members.
- Monitor and provide support and reporting on NGO field security initiatives as required.
- Identify, create and maintain a network with NGO/UN and other humanitarian access and security specialists, commercial entities and Embassies and Consulates suitable for the Country.

- Facilitate regional NGO security coordination through networking, collaboration, and coordination with humanitarian actors.
- As directed by the CD, engage with state and non-state actors to ensure MC programs access to the relevant areas.

SECURITY

- Ensure compliance with security procedures and policies as required by Mercy Corps' global security policies and determined by country leadership.
- Contribute to creating a secure environment for team members.
- Conduct themselves both professionally and personally in such a manner as to bring credit to Mercy Corps and to not jeopardize its humanitarian mission.
- Serves as Haiti Security Focal Point

INCIDENT REPORTING AND RESPONSE

- Manages an Operations Centre that maintains contextual awareness in all areas in which MC is working, tracks all MC movements in Haiti, communicates timely security advice and coordinates incident response
- Ensures the safety team contributes and maintains current tracking, mapping and automated reporting systems of security incidents and updates for a comprehensive view on events & trends in the region.
- Primary person responsible for all flash reporting and incident management. Is responsible for the documentation and analysis of all incidents.
- The ASSM is part of the Senior Management Team and a core member of a crisis management team.
- Help create an environment where all Mercy Corps programs, and team members and business are conducted with professionalism, impartiality, accountability and other core principles required as a humanitarian agency.
- Place high value on inter-agency coordination in security; encourage Mercy Corps field-level coordination in the NGO community. Seek opportunities for formal and informal cooperation.

ACCOUNTABILITY TO PARTNERS

- Mercy Corps team members are expected to support all efforts towards accountability, specifically to our partners and to international standards guiding international relief and development work, while actively engaging participant communities as equal partners in the design, monitoring and evaluation of our field projects.
- The security manager takes into account CARM's needs in designing or refreshing the MCH security planning and is available to assist as needed.

Supervisory Responsibility

Security Focal Point oversees directly the security services offered in the departmental offices and accompanies the regional management teams [# of direct, indirect reports if applicable].

Accountability

Reports Directly To: Country Director

Works Directly With: All team members who are part of or work in support of the MC Haiti country program.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Minimum Qualifications & Transferable Skills

- Minimum 5 years of experience in the field in similar and/or relevant context.
- BA/BS or equivalent in criminal justice or other relevant field.
- Excellent oral and written English or French required; proficiency in Haitian Creole or openness to learn the language.
- Proficiency with MS Office software required (Outlook, Word, Excel, PowerPoint).
- Certified to deliver first aid training to a basic standard.
- Certified to deliver advanced driving instruction.
- Can provide training on conflict awareness and survival.
- Understands donor regulations and how they can impact humanitarian access, particularly with regards to dealing with proscribed groups and individuals
- Possesses advanced knowledge about International Humanitarian Law (IHL) and humanitarian principles in relation to humanitarian access.
- Understands goals and aims of program management in order to support program implementation.
- Supports team members through capacity building.
- Has basic understanding of human resources, procurement processes, and basic functions of operations.
- Nurtures innovation across the team
- Drives impact by building high performing teams.
- Broadens influence by role-modelling/leveraging networks.

Success Factors

The successful ASSM (Access Safety & Security Manager) ensures security and safety issues are addressed to allow the implementation of the Haiti humanitarian programs. S/he is open to work with a diversity of culture, values and different perspectives of people. S/he is able to work under pressure and has a high degree of discretion and prudent management of general and privileged information. S/he has strong skills about crisis management and conflict resolution in communities or in working life situations.

Living Conditions / Environmental Conditions

This position requires 30 % to 40 % of time to field offices in volatile environments. Given the emergency context, this position requires exceptional work schedules, including evenings and weekends.

Mercy Corps team members represent the agency both during and outside work hours when deployed in a field posting or on a visit/TDY to a field posting. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.

Fostering a diverse and open workplace is an important part of Mercy Corps' vision. Mercy Corps is an Equal Opportunity Employer regardless of background. We are committed to creating an inclusive environment.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the Interagency Misconduct Disclosure Scheme**. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to Mercy Corps Code of Conduct Policies and values at all times. Team members are required to complete mandatory Code of Conduct eLearning courses upon hire and on an annual basis.

CV, Cover letter, Copies of Diplomas / Certificates

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