

**CARE INTERNATIONAL IN KENYA  
JOB DESCRIPTION**

EMPLOYEE NAME:

ISOC-08 OCCUPATIONAL CLASSIFICATION:

Group #:		
Subgroup#:		
Job group#:		

JOB TITLE: **HUMAN RESOURCES COORDINATOR**

DEPARTMENT/PROJECT: **HR /REFUGEE ASSISTANCE PROGRAM**

SUPERVISOR: **HUMAN RESOURCES MANAGER**

LOCATION/DUTY STATION: **DADAAB**

DATE OF EMPLOYMENT:

GRADE: **G B 3**

*CARE has a commitment to gender, equity and diversity in our workplace and operations. CARE respects and values diversity and does not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. This is reflected in our recruitment decisions which are made entirely through a transparent, merit-based selection process. All CARE staff are required to comply with the Code of Conduct and Prevention of Sexual Exploitation and Abuse (PSEA) policies. CARE is committed to protecting the rights of the communities whom we serve, and therefore reserves the right to conduct background checks and other screening procedures to ensure a safe, dignified work environment.*

**I: JOB SUMMARY**

Reporting to the Human Resources Manager, the HR Coordinator is responsible for giving advice to the senior management team and staff of the Program on the transparent implementation of HR strategies, effective delivery of HR services and management of the HR unit in Dadaab. He/she assesses client needs, interprets and applies HR strategy and policies, rules and regulations, establishes internal procedures and provides solutions to a wide spectrum of complex HR issues in liaison with the HR Manager. The HR Coordinator shall promote a collaborative, client – oriented approach and contribute to the maintenance of good staff morale in liaison with the senior management team.

**II: RESPONSIBILITIES AND TASKS**

**R1: Coordinate Recruitment, Selection and Placement**

- 1.1 Coordination of transparent and competitive recruitment and selection processes.
- 1.2 Identify planned or anticipated vacancies in liaison with sector heads and proactively develop an efficient recruitment plan.

- 1.3 Review Job Descriptions and evaluate them with supervisors to place them in the appropriate grade and salary band.
- 1.4 Verify Employee Request forms at the sub office and ensure they contain the correct information such as charging details, grade and salary band.
- 1.5 Negotiate with selected candidates the appropriate grade and band on initial appointment.
- 1.6 Provide clarification requested on conditions of service, entitlement and benefits and ensure continuous feedback to concerned offices and staff members on status of recruitment.
- 1.7 Support an effective orientation program for new staff.

## **R2: Promote Succession Management Program and Create a Coaching Culture**

- 2.1. Engage the Dadaab SMT to embrace the Succession Management Program.
- 2.2. Organize sessions for the SMT members and Sector heads to discuss the importance of integrating succession management into organizational systems.
- 2.3. Work with the extended SMT to identify the critical positions to be included in the succession management program.
- 2.4. Define required competencies for each of the critical positions and educate the holders to understand its implications.
- 2.5. Review the JDs for critical positions and integrate relevant competencies.
- 2.6. Create and strengthen a coaching culture to support the succession management program and improved performance.
- 2.7. Monitor and support the implementation of succession management plans across the Program.
- 2.8. Formulate the sectoral organograms and master organogram for RAP in liaison with sector heads.

## **R3: Coordinates Human Resources Development Function at RAP**

- 3.1. Prepare report on staff development needs as documented in the Annual Performance Appraisal forms and share with Coordinators and Dadaab SMT for action.
- 3.2. Takes lead in developing and implementing Programs that address identified staff development needs.
- 3.3. Align Human Resources Development programs with the CO Strategy.
- 3.4. Prepare Terms of Reference for consultants in cases where needed.
- 3.5. Design and Implement Leadership Development Programs for RAP staff.
- 3.6. Develop an End -of-Event evaluation questionnaire to be administered at the end of all CARE funded training programs and completed by each participant to generate information on the effectiveness of the session.
- 3.7. Encourage organizers of training sessions to analyze the end of event evaluation questionnaire and prepare reports for discussions to inform future sessions.
- 3.8. Participate in the review of the CO training and development Policy.

## **R4: Implementation of HR strategies and policies**

- 4.1. Plan and conduct sessions to educate staff on the HR policy to enhance compliance and application.
- 4.2. Effective implementation of the internal control and proper design and function of the HR Management system.
- 4.3. Interpret HR policies, regulations, advice management, and staff on their applications, taking into account their particular needs.

- 4.4. Continuous analysis of HR strategies and policies, assessing the impact of changes and making recommendations on their implementation to the management.
- 4.5. Assist in the development of procedures and practices that contribute to enhanced and improved HR Management.
- 4.6. Participate in the formulation of the HR strategy in line with the overall mission strategy.

#### **R5: Foster the Growth and Development of HR Unit's Staff at RAP**

- 5.1 Defines and clarifies the roles and responsibilities of the HR unit staff at RAP.
- 5.2 Provides ongoing coaching and mentoring to HR unit staff to build their capacity.
- 5.3 Recommends promotion, termination and disciplinary action for the Unit's staff.
- 5.4 Provides leadership in identifying the HR unit's work priorities at RAP for the FY.
- 5.5 Guides the HR staff to develop their Individual Operating Plan and organize to review progress against objectives and critical activities.
- 5.6 Conduct Mid Year and Annual Performance appraisal for direct reports.
- 5.7 Recommends appropriate staff development intervention for unit's staff.

#### **R6: Managing Employee Disciplinary and Grievance Matters**

- 6.1 Act as the focal point for the program on the administration of complaint/grievance and disciplinary matters and processes.
- 6.2 Determines scope, timing and direction of investigation on matters that are in violations with the CARE Kenya policies.
- 6.3 Coordinate investigation processes on alleged and reported cases of indiscipline or misconduct, including preparing TOR, forming of investigation committee, Interviewing Complainants and Subject of Complaints, and preparing reports to inform decision-making process.
- 6.4 Advise management on the process of handling disciplinary cases and interpret CARE's policies and legal statutes regarding each particular case after weighing its merits/demerits.
- 6.5 Undertake relevant research, interpretation and analysis of rules and regulations and precedent setting policy rulings, for preparation of background information required for drafting cases for review and action.
- 6.6 Discuss the findings and recommendations of the investigation reports with the Managers, Director of Refugee Operations and Human Resource Manager and determine management action.
- 6.7 Prepare disciplinary letters once management actions for disciplinary matters are determined.
- 6.8 Provide feedback to the concerned employees/managers about the progress made in conducting investigations and addressing the matter.
- 6.9 Analyzing time taken to respond to and settle grievances/disciplinary with view of enhancing efficiency.
- 6.10 Maintain a status report with respect to disciplinary cases and decisions.

#### **R7: Coordinate the CARE Performance Management System**

- 7.1 Conduct training for staff on the CARE performance management system.
- 7.2 Coach staff to prepare and track their Individual Annual Performance plans.
- 7.3 Participate in the creation and review of the Performance Management instruments/tools.
- 7.4 Provide leadership in the Development of the HR unit's AOP at the sub office.
- 7.5 Coordinate the performance appraisals process and work with heads of departments/sectors to address the staff development needs generated.

## **R8: HR Unit Budgeting and Emergency Response Roles**

- 8.1 Prepare and review the HR unit's annual budget.
- 8.2 Monitor actual expenses against the budget objectives to ensure consistency.
- 8.3 Participate in operational planning to help identify staffing needs for emergency response.
- 8.4 Recruit or mobilize staff with the right mix of experiences, skills, and knowledge.
- 8.5 Support the safety and well being of emergency staff, given the increased risks of an emergency environment.
- 8.6 Implement HR policy and systems to meet operational requirements and local laws.

### **III: AUTHORITY**

#### **1) Spending Authority**

- Spending Authority of up to KES 400,000/=

#### **2) Supervision**

- Supervises 1 positions, that is, the HR officer

#### **3) Decision Making Makes Important decisions**

- Decision on matters pertaining to effective running of the regional HR – Office, which include staff leave, disciplinary issues, Performance management, Review of Job descriptions, HR reports, Staff Development.
- Decision on Purchases that the Unit makes including equipment, materials and furniture,

### **IV: CONTACT /KEY RELATIONSHIPS**

- **External:** UNHCR, Local Leaders, NHIF, NSSF, KRA,
- **Internal:** Finance Unit, Logistics Sector, Administration Unit, MSU Unit, Procurement Unit, and WASH Sector.

### **V: WORKING CONDITIONS**

The position is based at Dadaab Main Office (DMO) with frequent movements to Ifo, Dagahaley & Hagadera camps as well as any other extension camps and program sites. This is a none-family working station. Hot weather is prevalent throughout the year with limited basic amenities. Road movement to and from work station to Garissa, as well as inter-camp movement, must be under police escort (Scheduled convoys). Strict adherence to security instructions all the time is a must. It is a six days work station with a compensatory time off according to CTO policy. The incumbent will be required to travel to Nairobi office and perform official responsibilities on need basis.

The incumbent shall reside in the CARE compound while executing official duties and shall obey and adhere to residential compound regulations.

### **VI QUALIFICATIONS, EXPERIENCE AND COMPETENCIES**

#### **◆ Education:**

Master's degree in Human Resources Management or a Bachelor's degree in Social Sciences and a Higher Diploma in Human Resources Management.

#### **◆ Experience:**

5 years relevant experience in a similar position or as a Senior Human Resources Officer in a busy Organization.

- ◆ **Certificate:** Labour Laws and Microsoft Office packages application
- ◆ Membership certificate of recognized practitioner organizations such as Institute of Human Resources Management (IHRM).
- ◆ **Competencies:**
  - ◆ Excellent knowledge of Kenyan labour legislations.
  - ◆ Proven skills in conflict resolution.
  - ◆ Proficiency in Microsoft Suite.
  - ◆ Excellent interpersonal and negotiation skills.
  - ◆ Excellent People Management skills.
  - ◆ Demonstrable behavioral competencies including; Diversity, Proactive -Problem Solving, Stress Tolerance, Collaboration, Coaching, Developing Teams, Planning and Organizing, Managing Performance for Success and Delegating Responsibility.

Employee Signature ..... Date .....

Supervisor's Name & Signature ..... Date .....