

# **British Red Cross** **Emergency** **Response Units** Candidate Guide

## Introduction

Thank you for your interest in joining our international Emergency Response Units (ERUs). In this candidate guide you will have all the information you need to get an understanding of what our ERUs do and how they are managed. If you apply and are shortlisted to join one of our ERUs, this guide will help you to understand what the recruitment processes are for candidates and the training requirements for new recruits

## What is an ERU?

An ERU is a team of recruited and trained technical specialists, ready to be deployed at short notice to respond to global emergencies. ERUs were created in 1994 to give immediate support to Red Cross and Red Crescent National Societies in disaster-affected countries.

ERUs are designed to be self-sufficient and deploy with pre-packed modules of standardised equipment. ERU teams deploy for one month rotations and can operate for up to four months.

ERUs provide specific services where local infrastructure is damaged, temporarily out of use or insufficient to cope with the needs. If the need for assistance continues after the ERU's four month operational period comes to an end, the service provision and equipment is taken over by the International Federation of the Red Cross and Red Crescent's (IFRC) ongoing operation, the host National Society, the local government or other competent organisations.





International Federation  
of Red Cross and Red Crescent Societies

PG Number: 800260715  
Description: KITCHEN SET TYPE A  
01 x 7 liter, stainless steel cooking pot  
01 x 2.5 liter, stainless steel frying pan (used as lid for 7L cooking pot)  
01 x 5 liter, stainless steel cooking pot  
05 x 1 liter, stainless steel bowl  
05 x 500ml stainless steel plates  
05 x stainless steel cups  
02 x stainless steel table - spoons  
02 x stainless steel table - forks  
02 x stainless steel table - knives  
01 x Kitchen Knife with stainless steel blade  
01 x broader serving spoon  
01 x Serving spoon - 25cm  
01 x Serving spoon - 12cm  
01 x Scouring Pad

HUMANITARIAN AID

International Federation of Red Cross  
and Red Crescent Societies

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International Federation of Red Cross  
and Red Crescent Societies

## When are ERUs used?

The IFRC works through National Society (NS) members who are auxiliary to their Governments in the field of disaster, crisis and conflict response. Emergency response takes place from local to global, optimising resources at each level as the scale or complexity of the disaster requires. In the aftermath of a large-scale or complex emergency, the IFRC works with the National Society to conduct a needs assessment. This determines the appropriate level of global support needed and which ERUs (if any) should be deployed.

## What type of ERUs exists within the Red Cross Red Crescent Movement?

Logistics ERU	Basic Health Care ERU
Relief ERU	Referral Hospital ERU
WASH ERU: Mass Sanitation Module 20	Rapid Deployment Hospital ERU
WASH ERU: Module 15	Base camp ERU
WASH ERU: Module 40	IT & Telecommunication ERU

# What types of ERUs does the British Red Cross hold?

The British Red Cross currently holds two ERUs:

## Logistics ERU

Its function is to manage effectively the arrival of large amounts of relief goods, either flown in by air or trucked and shipped in, the clearance of these goods, their storage and subsequent forwarding to distribution points. The unit is responsible for reporting on these items. In addition, the unit supports the customs clearance of other ERUs, often arriving with heavy equipment.

Example of deployments: Liberia (Ebola, 2014-15), Philippines (Typhoon Haiyan, 2014), Dominica (Hurricane Maria, 2017)

## Mass Sanitation Module 20 MSM ERU

Its function is to provide basic sanitation facilities (latrines, vector control and solid waste disposal) for up to 20,000 beneficiaries and to initiate hygiene promotion programmes. Hygiene promotion is a planned, systematic approach to reduce the risk of disease by drawing on affected population's knowledge and resources. Hygiene promotion activities include assessment, community mobilisation, hygiene information, education and communication targeted at promoting hygiene practices at the community and household levels, in addition to operation and maintenance of hygiene facilities. Community participation in the immediate aftermath of a disaster ensures sustainable and incremental improvements in environmental health.

Example of deployments: Nepal (Earthquake, 2015), Uganda (Population Movement, 2017), Bangladesh (Population Movement, 2017/18), Mozambique (Tropical Cyclone Idai, 2019)

For more information on ERUs, please visit: <http://www.ifrc.org/eru>

# How does the British Red Cross organise its ERUs?

The management of both the Logistics ERU and Mass Sanitation Module 20 (MSM20) ERU is overseen by the Emergencies team with technical support from the technical advisory units in Logistics and Health & WASH. Both ERUs are comprised of pre-trained teams of technical specialists:

## LOGS ERU

- > Team Leader
- > Supply Chain Admin Delegate (SCAD)
- > Supply Chain Admin Delegate (SCAD)
- > Air Operations Delegate
- > Warehouse/Transport Delegate

## MSM20 ERU

- > Team Leader
- > Specialist Support
- > Hygiene Promoter
- > Sanitation Engineer

British Red Cross must be ready to deploy the ERU within 24-48 hours of a deployment order received by IFRC. We require those on the roster to be within 12 hours of the London UK Office - this includes an 8-hour flight maximum, and airport transfers. The standard deployment length in-country is one calendar month. The teams must also be fully self-sustained for this period, equipped with standardised, pre-packed kit. The ERUs must be deployable for up to 4 months on rotation of one month at a time. You should be prepared for a calendar month-long deployment and up to an additional 7 days for travel, in-country handover, briefings and debriefings.



## How is an ERU deployed?

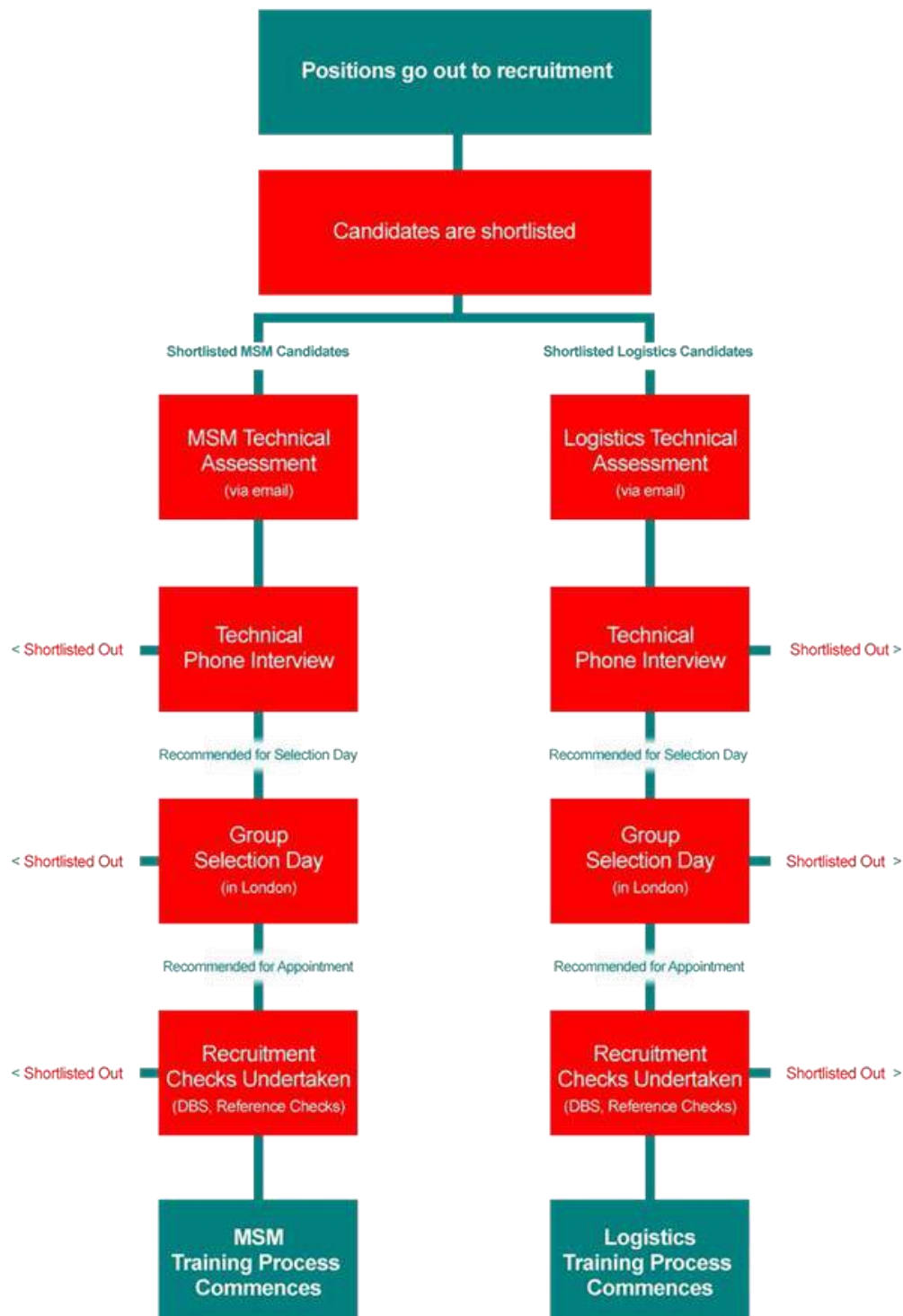
Following a disaster and a needs assessment in country, ERUs can be requested by the local Red Cross/Red Crescent National Society. Once requested, an alert is sent to all National Societies which hold an ERU. The alert and deployment process are managed by the IFRC Secretariat in Geneva. There is a rapid alert system using text and email, and those National Societies having ERUs available respond quickly, so that a decision on who-goes-where can be made within hours. ERUs can then be deployed to the affected country within days of a major disaster happening.

When British Red Cross receive that initial alert, they will contact their ERU members and advise them to prepare for a possible deployment. This alert will come via text or email from the British Red Cross International Human Resources (HR) team. Once a deployment is confirmed by the IFRC Secretariat the ERU members will be notified by the British Red Cross International HR team and the deployment process commences.



# What is the British Red Cross ERU recruitment process?

Recruitment to both ERUs is reviewed and organised on an annual basis, according to an identified need to increase the numbers of roster members. The flow chart below depicts the ERU recruitment process\*:



\* Please refer to the job advert for dates of each stage of the recruitment process



The recruitment process is managed in partnership by the British Red Cross International HR team and the relevant technical teams (Logistics or Health and Wash). During the recruitment process you will meet individuals from both the technical and HR teams. As depicted in the flow chart, there are several steps in the recruitment process. Our technical and HR team will provide you with outcomes following each stage.

If you successfully complete all stages in the ERU recruitment process, you will then commence on the ERU learning pathway.





# What is required from ERU Members?

## 1. Commitment

British Red Cross invests heavily in the training of new ERU recruits and as such we require you to be available for at least one month for the deployment period and up to an additional 7 days for travel, debriefs and briefings for every year you are on the roster. Refer to pages 17 & 18 for more detail.

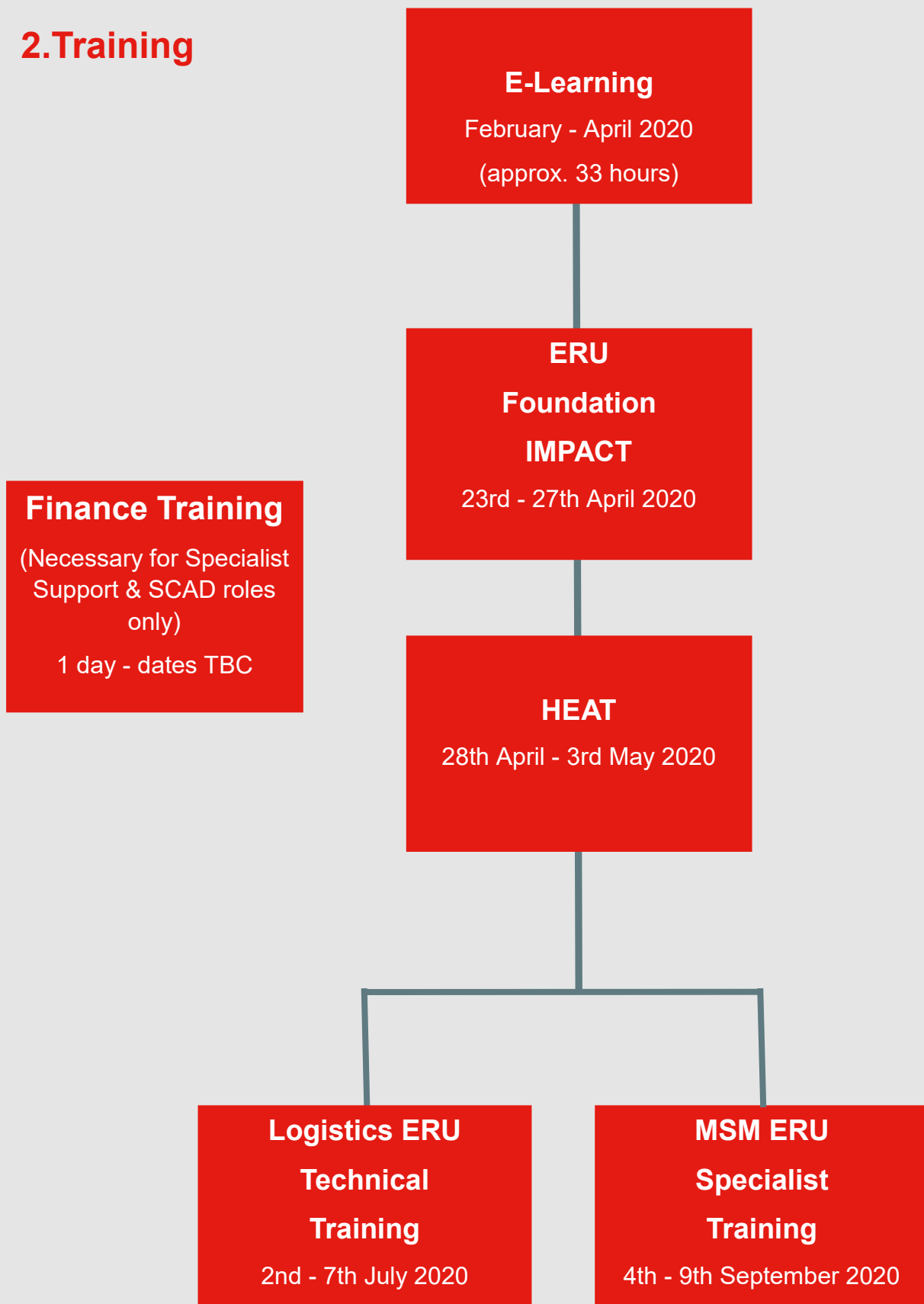
For your development and building your experience, to seek a realistic return on our investment and to manage both our expectations, we would hope you will remain on the roster for a period of at least five years.

It is important that, if deployed, ERU members are well prepared and trained to go into disaster zones. Much of your first year as part of the ERU will be in training. Not until after you have satisfactorily completed training will you become an ERU roster member.

**We recognise that it is a big commitment for candidates to undertake the ERU training in its entirety. Given the investment made in individuals, we ask that candidates are confident that they can commit to the required training before commencing on their learning pathway.**



## 2.Training





## Online eLearning Courses

### World of Red Cross (WORC)

Gain insight into the work of the Red Cross and Red Crescent Movement, its history, fundamental principles and how it operates.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 16-20 hours

### Code of Conduct

This brief course introduces the Staff Code of Conduct document, its purpose and main concepts as well as the related reporting and disciplinary processes.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 30 min

### Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance

The course will increase awareness and promote compliance with the Principles and Rules that govern National Societies and the IFRC in international humanitarian assistance.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 60 min

### Stay Safe Personal Security

This course is intended for all Federation and Red Cross and Red Crescent national society personnel, including volunteers. The aim of the course is to provide basic security preparation for those personnel traveling or being deployed to the field.

**Complete before:** Personal Security Course

**Length of module:** 4 hours

### Introduction to Cash Transfer Programming

The aim of the training is to raise awareness of the issues associated with cash transfer programmes.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 2 hours

### Child Protection at the IFRC

This course covers three key areas: an overview of child protection, responding and reporting and taking action

**Complete before:** ERU Foundation IMPACT

**Length of module:** 30 min

### Protection from Sexual Exploitation and Abuse

This course will help you learn about our policy commitments to protect people we work with. It will focus on the risks of sexual exploitation and abuse; our responsibilities to prevent and protect from harm; and what to do if you are concerned about the safety of a person who might be at risk or suffered from abuse.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 30 min

### 101: Corruption Prevention

Through a fun and interactive learning experience, 101: Corruption prevention explores the main goal to reduce the overall risk of corruption by giving learners the basic tools and knowledge they can apply on a daily basis.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 2 hours 30 min

### Different Needs - Equal Opportunities: Increasing Effectiveness of Humanitarian Action for Women, Girls, Boys and Men

This self-directed e-course provides the basic steps a humanitarian worker must take to ensure gender equality in programming. The course includes information on the core issues of gender and how it relates to other aspects of humanitarian response, including camp management and coordination gender-based violence, health, livelihoods, water, sanitation, and hygiene.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 3 hours

### Market Assessments: Introduction

Aim of course is to familiarise the participants with the principles of market assessment and why they should be considering markets when assessing, designing and implementing emergency programmes

**Complete before:** ERU Foundation IMPACT

**Length of module:** 30 minutes

### Market Assessments: Rapid Assessment for Markets (RAM)

Aim of course is to familiarise humanitarian practitioners and key RC/RC Movement emergency surge staff (IFRC, ICRC, NS) with the

principles of market assessment and why they should be considering markets when assessing, designing and implementing emergency programmes.

**Complete before:** ERU Foundation IMPACT

**Length of module:** 1 hour

### Project/Programme Planning (PPP)

A short but thorough introduction to key skills and methods for project management, focused on results-based project planning.

**Complete before:** Technical/Specialist Training



### ERU Foundation IMPACT

An introduction to the fundamental principles, values and history of the Red Cross. Learn about processes and procedures to be followed as well as the behaviours the Red Cross expects all delegates to exhibit. The purpose of IMPACT is to prepare international staff recruited by National Societies and by the Federation to fulfil their role as delegates in the field by improving their understanding of the organisation's principles, mandates, organisational culture and work in conflicts, disasters and development.

- > **Logistics ERU Recruits** – Find out about how ERUs operate and fit within RCRC disaster response mechanisms. Understand how Logistics ERUs coordinate with partners in the RCRC movement and the wider operating context. Gain insight into the mandate of the Logistics ERU and, the roles and responsibilities of Logistics ERU members. Understand how the team operates and standard ways of working on a Logistics ERU operation.
- > **MSM ERU Recruits** – Find out about how ERUs operate and fit within RCRC disaster response mechanisms. Find out about how MSM ERUs coordinate with partners in the RCRC movement and the wider operating context. Gain insight into the mandate of the MSM ERU and the roles and responsibilities of MSM ERU members. Understand how the team operates and standard ways of working on an MSM ERU operation.

**Mode:** Face-to-face, residential course

**Length of course:** 5 days

**Dates:** 23-27 April 2020

### Hostile Environment Awareness Training (HEAT)

The course aims to enhance delegates' skills and awareness to enable them to operate safely and effectively in insecure environments, thereby contributing to more effective and sustainable programmes. The course covers a diverse range of threats and challenges for working in insecure environments and introduces participants to the various mechanisms and approaches associated with reducing risks to staff and delegates.

The course will include a First Aid module, which will equip participants with the First Aid and scene management skills necessary to operate in remote field locations.

**Mode:** Face-to-face, camping

**Length of course:** 6 days

**Dates:** 28 April - 03 May 2020



### **Logistics Technical Training**

This training focuses on Logistics ERU team members putting core elements of their role into practice. The training is structured as hands on practical and refresher sessions followed by a deployment simulation exercise in teams.

**Mode:** Face-to-face, camping

**Length of course:** 6 days

**Dates:** 2-7 July 2020

**OR**

### **MSM Specialist Training**

This training focuses on MSM ERU team members putting core elements of their role into practice. The training is structured as workshops and hands on practical sessions followed by a practical deployment scenario activity in teams.

**Mode:** Face-to-face, camping

**Length of course:** 6.5 days

**Dates:** 4-9 September 2020

### **ERU Finance Training (SCAD role – Logistics ERU / Specialist Support MSM ERU)**

The ERU Finance training supports the SCAD or Specialist Support delegate to use the templates and tools required for effective financial administration of the ERU.

**Mode:** Face-to-face, residential course

**Length of course:** 1 day

**Dates:** Variety of dates available







## What is the ERU Roster Process?

Our MSM and Logistics rosters are managed with differing roster models. We maintain an on call system\* for the MSM and a hybrid of on call and pool system for the Logistics ERU.

### MSM20

Once you are fully trained you will be invited to provide us with your availability to be rostered for the following year. Invitations to express availability are usually sent in the autumn of the year before. If you are able to, it is great if you can offer a number of potential months. Once availability is received from all members, the Rosters and Registers Coordinator will collate this and draft a roster for the following year. Once the roster is finalised it will be distributed among members.

Roster members are required to commit 1 month on-call per year and be prepared to deploy for one calendar month of working in country and up to an additional 7 days for travel, briefings, handover and debriefings. For Roster members in employment, a 5-day rest period (annual leave pay is calculated pro rata) is highly recommended after the deployed roster member has returned from the deployment and before resuming their substantive job. For roster members in BRC employment, 5 days of TOIL are accumulated during a deployment and it is strongly recommended these days are taken post deployment or within 8 weeks as per BRC's Time off in lieu procedure.

Roster members will have to keep up to 2 -3 days before and after their month on call available for travel and briefings. Additionally, it is important for roster members to be aware that they may be called up for a deployment right up until the end of their month on call. In the instance of deployment, depending on the month on call, the total number of days can be up to 38 plus an additional 5 days RR/TOIL (43 days total).

The Rosters and Registers Coordinator will support you with the pre- deployment preparation. Due to the urgent nature of the deployments all the standard deployment requirements such as medicals will be carried out in advance.

Should the ERU be deployed whilst you are on call, you will receive an email, text or phone call from the British Red Cross International HR team. You will then be required to come to London to collect your kit and be briefed by UK Office teams. This will be the time you will meet your other team members. You will travel together to the location of your deployment. All travel arrangements will be arranged by British Red Cross.

\*Roster management for MSM is currently under review and is likely to change



# What is the ERU Roster Process? (Cont.)

## Logistics

For the Logistics ERU we maintain a 'pool' system. We invite all those once you are fully trained to be part of the Logistics ERU pool. In order to be active in the pool we require its members to maintain a certain level of 'readiness', for example a valid police check and medical clearance.

Every month, the pool members will be contacted to confirm their availability for the coming month(s). Those members who have put themselves forward for the month will be contacted in case a Logistics ERU is requested by the IFRC. Failure to agree to deploy would be accepted, however after two deployment turn-downs, you will be removed from the ERU roster. We expect that you volunteer at least twice in the year (unless you are deployed on the 1st month you volunteered for). Failure to do so would result in being removed from the ERU roster.

All Logistics ERU pool members are expected to reply to an alert to indicate their availability (whether they are available for the deployment or not).

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## What are ERU Members paid?

Generally, ERU members will only receive payment if they are deployed. In some circumstances British Red Cross may pay a retainer to ERU members whilst on call equivalent to 50% of the full salary they would receive if deployed.

All of the roles on the ERU are aligned to the British Red Cross International delegate salary scales. Currently these are:

- > Team Leaders - Grade 5
- > Technical roles (Sanitation Engineer, Air Ops etc.) - Grade 4
- > Specialist Support/Supply Chain Administrators - Grade 3

If deployed, ERU Technical members will receive 4- 5 weeks' payment of an annualised salary of £26, 598 (grade 4.0). Deployments of four weeks or less also attract a 15% short term bonus.

Four-week deployments will also attract 3 days' annual leave which will be paid at the end of contract for ERU members who are not substantively employed by British Red Cross.

# Contact Details

If you have any questions about the process or any of the information contained within this document, please contact our Rosters and Registers Coordinator, at [internationalregisters@redcross.org.uk](mailto:internationalregisters@redcross.org.uk).



Protective emblems used by  
the International Red Cross  
and Red Crescent Movement

The British Red Cross Society  
Incorporated by Royal Charter 1908  
Registered charity numbers:  
England and Wales: 220949  
Scotland: SC037738

Patron: Her Majesty The Queen