

MRC-AD/MIS/2024/075

Vacancy Announcement

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| Job title: | Call Agent [Part-time] |
| Unit/dept/delegation: | Programmes & Services Department, MRC Headquarters, Hulhumale' |
| Reports to: | Senior Programme Officer – Migrant Support |
| Key Responsibility: | Providing migrant support services of MRC via the established MRC migrant support helpline. |

Background

The Maldivian Red Crescent (MRC) is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

MRC aims to be the nation's leading humanitarian organization, with Units spanned all over Maldives. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

MRC's toll-free Migrant Support Helpline is dedicated to providing essential support services for migrants in need of assistance. The services of the helpline include ensuring accessibility to basic information, guidance, and referral services to other service providers and offering relief assistance during emergencies. Through the helpline, MRC strives to bridge gaps and meet the diverse needs of migrants seeking assistance, reinforcing the humanitarian commitment of the Maldivian Red Crescent in times of crisis and in normal times.

Purpose

The main purpose of Call-Agent (Part-time) is to attend to calls received to MRC's Migrant Support Helpline, support coordination of migrant support services with the support of MRC's Senior Programme Officer – Migrant Support Services and MRC Programmes & Services department.

The Call Agent will report to the Senior Programme Officer – Migrant Support and will work in coordination with the Programmes & Service department of MRC headquarters.

Key tasks and responsibilities

- Provide Migrant Support Call Center Services in accordance with the established Standard Operating Procedures (SOP's) and mechanisms.
 - Queue in & out within the helpline service hours via the established system and attend incoming calls received to the migrant support helpline, provide relevant services via the helpline.
 - Identify any individuals that require further support (e.g. those who need referrals services, relief assistance) notify reporting supervisor and coordinate services.
 - Make outreach calls as required via the helpline to provide information, referral support as required.
 - Maintain and ensure calls received to the helpline are documented in a timely manner. in the appropriate format identified.
 - Contribute administrative support to the operations of the helpline.
 - Be available for the provision of helpline services during emergencies as required by MRC.
- Ensure to the best of their ability to uphold the principle of 'do no harm' and avoid harming affected people through their actions, omission of actions, and or negligence.
- Protect gathered data and ensure that confidentiality is maintained as per internal policies.
- Practice self-care and ensure that you are fit to provide services to others.

5. Actively contribute and take part in MRC activities when required within his/her area of specific technical expertise.
 - a. Support towards emergency management and coordination; whenever need be, support the core team in emergency response planning and execution.
 - b. Participate in meetings and workshops as required within the context of areas of work.

Duties applicable to all staff

- Actively work towards the achievement of the MRC's goals and objectives.
- Abide by and work in accordance with the Red Cross and Red Crescent 7 Fundamental Principles.
- Perform any other work-related duties and responsibilities that may be assigned by the line manager.

Qualifications, Skills and Competencies

Required experience, skills, and knowledge.

- Able to speak more than one language is preferred (Preferred languages include Bangla, Hindi, Tamil or Sinhalese.)
- Ability to communicate in English (written and spoken)
- Working knowledge of internet systems, email applications, Microsoft Word, Excel, e-mail applications,
- Ability to work independently in a collaborative team environment.
- Prior experience with Maldivian Red Crescent, or Red Cross Red Crescent Movement preferred
- Completion of Psychological First Aid / Supportive Communications training by MRC is preferred.

Contract and Salary

Contract Type: Part-Time Contract, 03 Months

Monthly Salary: **MVR 5000**

Application

Applications must contain:

- Letter of Interest
- Curriculum Vitae
- Copy / photo of ID card or Passport.
- Copies of certificates

Applications must be emailed with job title in subject to: vacancies@redcrescent.org.mv

Deadline: The deadline for application is 10th March 2024, 14:00 hrs. | Only short-listed candidates will be contacted for interviews.