

JOB DESCRIPTION

Job Title:	Global Safeguarding Adviser
Location:	Global
Department:	Human Resources
Contract:	Open-ended
Grade:	UK Grade E or equivalent according to location

HelpAge and Strategy 2030 – delivering real impact for older people

HelpAge International works with partners and a diverse global network of more than 150 organizations across 85 countries, supporting millions of older people to live safe, dignified and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age. Our work is driven by our desire to deliver real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience.

Our 2030 strategy *Ageing in a Just World* sets out how we will work together to shape the future we all share. By working together we aim to help inspire a movement for change and through ensuring all our work promotes older people's wellbeing, dignity and voice, we can transform the lives of older people now and in the future.

Since the launch of our strategy in January 2020, the world has changed in profound ways. We are still experiencing the impacts and consequences. Recognizing and anticipating these important and fundamental shifts, HelpAge International is evolving and transforming itself to be relevant, impactful and viable. As a result we are reconfiguring our organizational design and resources in the following ways:

- Driven by our commitment to the localization agenda, we are evolving the way we partner and deliver value at country and local level. In the coming 3 years, we will localize our country offices and programmes, and develop new and diverse forms of partnerships globally.
- We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work - humanitarian and long-term development. Going forward, our value is framed around supporting, convening and thought leadership.
- A key way of creating value and bringing impact is collaborating across boundaries and by bringing different perspectives, skills and talent together. We will deliver our work through agile teams and a global operating model, with regional roots, to focus on impact and maintain the relationships at the national level to help build collaborations and support others to set their own agendas.

How you can make a difference

At HelpAge International, we offer a unique and exceptional career experience to bring positive and lasting change in the lives of older persons. As countries prepare for and adapt to population ageing, you can make a difference at a critical juncture to how societies, economies and institutions adapt to this change. Guided by our commitment to our values of impact, learning, partnership, and inclusion (see [values](#)), you will work with talent like yourself and partner with other agents for change to bring systemic change and impact at scale. By acting as a supporter, convener and thought leader, together, we can make an impact that matters for older persons and their communities. HelpAge International offers you an inclusive, collaborative workplace and innovative environment.

This is a critical time for HelpAge International as we seek to transform the ways the organization works and brings value. We are looking for exceptional individuals who will explore new opportunities to create value, to find new avenues, unique ways and novel partnership and collaborations to reach our shared goals. We are looking for talent which thrives in collaborating with others (inside HelpAge International and beyond) and who can work in agile ways and across boundaries. We are seeking individuals, with an entrepreneurial mindset, who can work across diverse areas of our work, who can leverage both their unique expertise and deploy a wider range of experiences and competencies.

What you will do

Department info

The HR team has the following remit:

- Create and implement a People strategy to ensure HelpAge develops, retains, and attract the talent to deliver commitments.
- Contribute to the new culture and ways of working, providing the training and support across the organisation to enable HelpAge staff to have the skills and competencies to deliver on the 2030 strategy.
- Ensure all HR practices follow best practice and legal requirements in the different countries in which HelpAge works and management and staff are provided with the HR support they need.
- Support the localisation of country programmes by leading and managing the relevant change management processes in each country.
- Ensure the wellbeing of all staff and safeguarding of anyone who comes into contact with HelpAge, including the relevant mechanisms to support whistleblowers (internal and external).

Key areas for impact/influence and responsibilities

These outline the broad areas of responsibility in the role, but in collaboration with your colleagues you will be able to shape and design specific activities that are relevant at any point in time. We want you to work creatively to deliver impact and respond to relevant opportunities.

With your colleagues you will develop your team workplan to drive initiatives, develop ideas, as well ensure there is space for cross organizational working and short-term tasks. From this you will devise your individual workplan that will form the basis of your day to day activities and your performance reviews.

As Safeguarding Adviser you will:

- Work with the HR team to ensure all aspects of HR policy and procedure are supportive of good safeguarding practice including integration of safeguarding standards throughout the employment cycle
- Respond to allegations and plan, manage and support investigations relating to safeguarding.
- Lead the Global Safeguarding Working Group, which brings together staff from across the organisation to develop safeguarding plans, develop new policies and approaches and share learning and best practice.
- Implement the use of Safeguarding standards and ensure yearly self assessments by country offices
- Work with Country offices to ensure that there are culturally and contextually appropriate reporting mechanisms for all those who come into contact with our work
- Ensure our safeguarding framework puts survivors central to our response, both in policy and practice
- Support the continual improvement of HelpAge's policies and practice, sharing areas of best practice and identifying where improvements are required
- Support the publication, dissemination and implementation of policies, procedures and best practice
- Monitor progress against safeguarding activities as defined in the Safeguarding work plan and provide support where gaps have been identified. This may include producing reports/updates to Board of Trustees, managers, donors or the Charity Commission on progress and on case handling
- Provide analysis of any incidents reported and identify any emerging trends to allow mitigations to be developed
- Provide training for HelpAge staff and partner organisations on the organisation's Safeguarding policy and practice requirements
- Build and maintain internal and external relationships that will support safeguarding compliance at HelpAge International
- Keep abreast of best practice to ensure that HelpAge's policies and approaches are appropriate and sufficient

Let's talk about you

You will be someone with:

- Experience of working in a safeguarding position, preferably in an International NGO setting
- An ability to work with different cultures and to adapt approaches in light of specific contexts
- Understanding of the specific risks and possible solutions in large scale, conflict related humanitarian responses
- Experience of supporting, designing and delivering safeguarding training for a range of audiences
- Experience of conducting investigations and resolving safeguarding issues
- Experience of identifying and mitigating risks

- The ability to demonstrate integrity throughout the decision-making process
- The ability to develop and maintain positive working relationships and to work in an inclusive and collaborative manner with internal and external stakeholders
- Able to demonstrate sound judgement based on evidence, knowledge and understanding
- Interest in and commitment to HelpAge's mandate
- Ability and willingness to travel internationally sometimes at short notice

Desirable

- Experience of dealing with high profile safeguarding issues, including crisis management
- Relevant second language skills – i.e. Russian, French or Arabic

At HelpAge International, we believe in the importance of empowering our people to be change makers and leaders at all levels. We expect our people to embrace and live our values, challenging themselves every day to identify issues that are most important to older persons and their communities, and to make an impact that matters.

In addition, you are expected to be able to:

- Work collaboratively, building mutual trust and respect, with external organisations and partners to achieve our strategic aims and objectives; being accountable for the work you do together
- Adapt to new directions or opportunities arising within the organization and in your work area; being flexible in your role, constantly using the feedback to learn more and evolve further.
- Lead behavioural and cultural change through embracing a supportive, collaborative and highly inclusive environment where everybody feels supported, respected and engaged
- Extend HelpAge's reach and impact, by creating and identifying new business development opportunities and building relationships with new partners.
- Identify, support and develop new opportunities for internal or external collaboration or partnerships which will add impact and reach to our work.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with.

Therefore you will also be responsible for:

- Preventing harm and abuse from our people, operations and programmes, to anyone that encounters our work;
- Reporting all safeguarding incidents you see, hear, hear about or suspect, using our internal reporting mechanism;
- Complying with all safeguarding framework policies and practices
- Completing mandatory training courses relating to our safeguarding policy framework and complying with HR vetting procedures.

Diversity & Inclusion

HelpAge International is dedicated to creating a diverse and inclusive environment for all its employees/consultants while extending the culture of inclusion into our work.

We believe that our workforce should reflect the wide diversity of the communities we serve, and that diverse voices should be elevated and intentionally integrated into our work. We embrace difference and diversity of identity, experience, and thought, and actively strive for inclusive behaviors across our organization and work regardless of gender, race, disability, age, nationality, ethnic/national origin, sexual orientation, religious beliefs, marital status, pregnancy, social status, and political beliefs.