



Overview of the role

The role of a Regional Risk Manager is a crucial pivotal link between the regions and CISV International in all matters relating to risk management. The main focus of the role is to ensure the safe delivery of our programmes and events for young people while they build global friendships.

In this role you will be volunteering alongside other Regional Risk Managers to provide advice and support on any risk management and safeguarding situations which may develop in the run up, during or after programmes, as well as monitor safety of operations within Members' structures in one of our regions (i.e. Asia Pacific; Europe, Middle East and Africa; and Americas).

Key Responsibilities of this Position

- Provide support to the International Office in risk management, contributing to the global safety of all our participants
- Help build and maintain an engaged and supported Risk Management community
- Support in the investigation of serious cases under the guidance and support of International Office Staff
- Lead on some of the less serious investigations
- Review the Incident Report Forms database to ensure the timely closure of cases
- Provide support and advice to National and Chapter Risk Managers in risk management matters.
- Provide mentoring to new National and Chapter Risk Managers.
- Participate in Crisis Management Team meetings as required
- Contribute to various strategies as part of the over-arching Risk Management provision both regionally and globally.
- Support NAs / Chapters with RAG action plans and help with the progression to Green status on our Risk Management and Safeguarding RAG rating system
- Help with the development of tools and resources for Risk Managers to effectively manage safety in their local or national areas.
- Assist in the delivery of webinars on specific topics to help with the upskilling and personal development of Risk Managers
- Help review and develop training resources.
- Deliver or assist in the delivery of risk management training both virtually and in person or be willing to undertake the relevant training/skills development.
- Provide input to policy reviews and possible identification of new ones required.
- Help build the Risk Management Resource Library.
- Help with the development of Focus Weeks to promote subject-specific campaigns

Time commitment

Holder of this role is a member of the Regional Team so the information about terms and time commitment are outlined in the TERMS OF REFERENCE: Regional Support Structure document.

Reporting Structure

The responsibility for oversight and support for of this role lays with the respective to the region Regional Manager and the Risk Management and Safety Lead.

Key Working Relationships

- International Safeguarding and Risk Management Lead
- Safeguarding and Development Officer
- Risk Management Support Officer
- Other Regional Risk Managers
- National and Local Risk Managers
- Regional Manager(s).
- Regional Team Members
- Risk Management and Safeguarding Trustee of the Board of Directors
- Risk Management Committee of the Board

Knowledge and Skills

(E = essential; D = desirable)

Attitude:

- Friendship: finds common bond and is kind to others; displays positive communication, empathy and openness to new perspectives
- Cooperation: works together and support others towards the common goal; is supportive, goal orientated, respectful to other contributions and accountable
- Enthusiasm: brings energy and passion to everything we do; is motivated, have positive attitude, demonstrates self-care and creativity
- Engaged: shows up, participates, and learns with a positive attitude; is committed and approachable, proactive, available, prepared, and reliable.
- Inclusive: is open, accepts and respects others; creates safe and inclusive environment for all, actively seeks diversity and appreciates other perspectives

Skills:

- Ability to identify best risk management practices in the different regions (E)
- Ability to build relationships, negotiate, and influence (E)
- Ability to communicate with globally diverse groups (D)
- Ability to network with CISV International and stakeholders in your own and other regions (E)
- Ability to see the big picture and understand CISV in the global context (E)
- Excellent organisational and intercultural skills (E)
- comfortable using, Outlook, SharePoint, Excel, and other programmes
- Able to work independently as well as with other volunteers

Knowledge:

- Relevant qualifications or experience equivalent (D)
- Knowledge of the structure of CISV (or willing to learn), at the local, national, and international levels (D)

Experience:

- Minimum of 3 years' experience as a Chapter or National or Chapter Risk Manager within CISV if no external experience in risk management (D)
- Investigation experience (E)
- Organisational skills and experience, especially with working with volunteer teams
- remotely/online (E)
- Experience (or willing to learn) in managing and keeping case management and risk management systems and registers (E)

- Incident management (E)
- Dealing with confidential information and maintaining confidentiality

Training:

Relevant training (either via face-to-face, virtual, documents such as policies, procedures and guidelines, etc.) will be provided during the onboarding process and throughout the process of volunteering, to ensure that the role holder is confident and competent to perform in their role. This may include:

- Completed Risk Management Training (E)
- Safeguarding/Child Protection Training (D)

Other requirements:

- Recruitment and safety checks
- Volunteer Agreement and Code of Conduct