

Core humanitarian competency framework

Domains	Understand contexts and apply humanitarian principles & standards	Achieve results	Develop and maintain collaborative relationships	Operate safely and securely at all times	Manage in pressured and changing environment	Demonstrate leadership
Outcomes	Understand contexts, key stakeholders and practices affecting current and future humanitarian interventions.	Be accountable for own work and use resources effectively to achieve lasting results.	Develop and maintain collaborative and coordinated relationships with stakeholders and staff.	Operate safely and securely in a pressured environment.	Adapt to pressure and change to operate effectively within humanitarian context.	Demonstrate humanitarian values and principles and motivate others to achieve results in complex situations, independent of role, function or seniority.
Competencies and core behaviours FOR ALL STAFF in humanitarian response, informed by skills and knowledge	<p>Understand the humanitarian context</p> <ul style="list-style-type: none"> - Phases of response - Political and cultural context and underlying causes of crises - Gender, diversity and inclusion - Needs, skills, capacities and experience of crisis-affected people and apply these <p>Apply humanitarian standards and principles</p> <ul style="list-style-type: none"> - Programmes uphold national and international frameworks, standards, principles and codes - Use power responsibly - Understand own and others' roles and coordination mechanisms 	<p>Ensure programme quality and impact</p> <ul style="list-style-type: none"> - Understand project cycle management - Actively participate in project design & implementation - Timely, appropriate results <p>Work accountably</p> <ul style="list-style-type: none"> - Answerable to crisis-affected people - Manage and share information <p>Make decisions</p> <ul style="list-style-type: none"> - Flexibility to adapt to change - When to decide and when to involve others - Consider wider impact - Integrate planning and delegation 	<p>Listen and create dialogue</p> <ul style="list-style-type: none"> - Active listening and clear dialogue with crisis affected people, stakeholders and team members <p>Work with others</p> <ul style="list-style-type: none"> - Contribute to the team - Display empathy, respect and compassion towards crisis-affected population - Communicate regularly, responsibly, appropriately and consistently - Actively participate in networks - Challenge decisions and behaviour which breach Codes of Conduct 	<p>Minimise risk to crisis-affected people, partners and stakeholders</p> <ul style="list-style-type: none"> - Attend to safety of all - Identify and communicate risks and threats and mitigate these - Do no harm and minimise threats <p>Manage personal safety and security</p> <ul style="list-style-type: none"> - Build and sustain acceptance for work - Recognise and reduce vulnerability by complying with safety and security protocols, and local context - Always champion safety 	<p>Adapt and cope</p> <ul style="list-style-type: none"> - Focus on goals in rapidly changing situations - Adapt calmly - Recognise and reduce stress - Be constructive and positive under stress <p>Maintain professionalism</p> <ul style="list-style-type: none"> - Take responsibility for your work and impact on others - Plan and prioritise tasks while under pressure - Be ethical and professional - Show integrity - Show awareness of internal and external influences 	<p>Self-awareness</p> <ul style="list-style-type: none"> - Be aware of own strengths, limitations and impact - Understand own and how they complement those of others - Seek feedback and improve <p>Motivate and influence</p> <ul style="list-style-type: none"> - Communicate humanitarian values and encourage others - Inspire confidence - Speak out clearly for organisational beliefs and values - Use active listening - Influence others positively <p>Critical judgement</p> <ul style="list-style-type: none"> - Analyse and exercise judgement, initiative, creativity and tenacity

For full version, including Managers' competencies visit – <https://www.chsalliance.org/what-we-do/chcf>

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