

SOCIAL RESILIENCE OFFICER

CURRICULUM & PROFILE



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CERTH
CENTRE FOR RESEARCH & TECHNOLOGY HELLAS



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SYNTHETIC PROFILE DESCRIPTION

The Social Resilience Officer operates in post-emergency contexts, in consequence of natural/anthropic disasters or humanitarian crisis, focusing on the social level.

His/her activity deals with:

- the identification and analysis of social impacts and consequences (on people – marginalization, people with special needs, sense of lost, solitude, poverty, etc. – and on the territory – developmental and economic issues)
- the identification of response strategies to the identified social problems
- resilience building, to influence community's attitudes and behaviours, making them stronger.

He/she is able to act in direct contact with people as a self-employed professional and/or part of a team (also with already codified figures like the Emergency/Disaster Manager) and as a bridge between the operational and the policy/institutional level (municipalities, developmental agencies, NGOs, etc.).

ECONOMIC AREA: Tertiary/service sector

EUROPEAN FRAMEWORK QUALIFICATION (EQF) LEVEL: 4

COMPETENCIES

COMPETENCE UNIT	ABILITIES/SKILLS	KNOWLEDGES
1. Basic operations in civil protection, legislation and specific reference fields	Knowledge of civil protection and humanitarian aid national systems	<ul style="list-style-type: none"> ➤ basic legislation and regulations at local/regional/national/EU levels in the field of civil protection and humanitarian aid. ➤ Civil Protection volunteer: function and role ➤ risks (natural and anthropic) and their potential impacts ➤ fundamental profiles involved in a post-emergency context ➤ emotions control and burnout risk ➤ social analysis techniques, hazard analysis techniques and match between them ➤ communication and negotiation of conflicts techniques ➤ Multi level conflicts management: between citizens, emergency operators, citizens and institutions, religion and community conflicts ➤ Work Health and Safety ➤ technical planning and control, management techniques ➤ methods to set up paths, indicators, measures and participatory processes ➤ communication and problem-solving techniques ➤ project management techniques, logical decision-making processes ➤ techniques to analyze complex systems and grasp the connections between socioeconomic aspects ➤ methods to coordinate activities and persons and develop networks of contacts with institutions, research bodies, economic entities
	Identify hazards/risks and their potential impacts on people	
	Contextualize aspects of the legislation to specific territorial features.	
	Act as a civil protection operator in an emergency context	
	Act within stressful situations	
2. Listen to the community	identify and analyze social impacts and consequences of a negative event on people and territory	
	understand social needs and expectations of communities and developmental needs of the territory affected by a negative event	
	identify and analyze the developmental needs of the territory affected by a negative event	
3. Respond to community and territory social needs	analyze social data, plan strategies and programs focused on people (social assistance) and territory (economic development)	
	develop tools and plans to enact strategies and programs	
	convert key features and needs of intervention in an evaluation of processes and realization steps	
	detect problems and criticalities	
4. Resilience building	implement training programs and working plans for citizens	
	develop communication campaigns and organize events	
	set up participatory processes with the involvement of local stakeholders from any level and institutions	
	adapt social assistance services, act on social cohesion and territorial development policies	

Transversal/soft skills: analysis and synthesis capacity, critical understanding/thinking, manage technical complexity, decision making in unpredictable work contexts, working group attitude, time bounded works accomplishment, problem solving and solution-oriented approach, public speaking, communication skills, good ICT tools knowledge, BASIC English level FOR FIRST COURSE, GOOD LEVEL FOR SECOND COURSE.

REFERENCES FOR THE EVALUATION, FORMALIZATION, AND CERTIFICATION OF COMPETENCES

COMPETENCE UNIT		
<i>1. Basic operations in civil protection, legislation and specific reference fields</i>		
INDICATORS	ABILITIES/SKILLS	KNOWLEDGES
<ul style="list-style-type: none"> ➤ research and study of civil protection EU/national/local systems ➤ capability to operate in the Civil Protection system as volunteer 	<ul style="list-style-type: none"> ➤ Knowledge of civil protection and humanitarian aid national systems ➤ Identify hazards/risks and their potential impacts on people ➤ Contextualize aspects of the legislation to specific territorial features ➤ Act as a civil protection operator in an emergency context ➤ Act within stressful situations 	<ul style="list-style-type: none"> ➤ basic legislation and regulations at local/regional/national/EU levels in the field of civil protection and humanitarian aid ➤ Civil Protection volunteer function and role ➤ risks (natural and anthropic) and their potential impacts ➤ fundamental profiles involved in a post-emergency context ➤ emotions control and burnout risk ➤ Work Health and Safety
EXPECTED RESULT		
Enact the volunteer role with awareness of the EU/local contexts		

COMPETENCE UNIT <i>2. Listen to the community</i>		
INDICATORS	ABILITIES/SKILLS	KNOWLEDGES
<ul style="list-style-type: none"> ➤ general context mapping ➤ structural, social and economical resources survey ➤ territory, individual and collective needs definition 	<ul style="list-style-type: none"> ➤ identify and analyze social impacts and consequences of a negative event on people and territory ➤ understand social needs and expectations of communities and developmental needs of the territory affected by a negative event ➤ identify and analyze the developmental needs of the territory affected by a negative event 	<ul style="list-style-type: none"> ➤ social analysis techniques, hazard analysis techniques and match between them ➤ communication and negotiation of conflicts techniques ➤ Multi level conflicts management: between citizens, emergency operators, citizens and institutions, religion and community conflicts. ➤ Work Health and Safety
EXPECTED RESULT		
Punctual and detailed analysis of social and territorial needs		

COMPETENCE UNIT <i>3. Respond to community and territory social needs</i>		
INDICATORS	ABILITIES/SKILLS	KNOWLEDGES
<ul style="list-style-type: none"> ➤ processing of territory data and social needs. ➤ arrangement of specific plans and programs. ➤ definition of agreed policies and strategies. 	<ul style="list-style-type: none"> ➤ analyze social data, plan strategies and programs focused on people (social assistance) and territory (economic development) ➤ Develop tools and plans to enact strategies and programs ➤ involve relevant stakeholders, set up participatory processes, identify and handle risks. ➤ convert key features and needs of intervention in an evaluation of processes and realization steps ➤ detect problems and criticalities 	<ul style="list-style-type: none"> ➤ technical planning and control, management techniques ➤ methods to set up paths, indicators, measures and participatory processes ➤ communication and problem-solving techniques ➤ Work Health and Safety
EXPECTED RESULT		
Interventions and plans consistently developed e continuously monitored		

COMPETENCE UNIT <i>4. Resilience building</i>		
INDICATORS	ABILITIES/SKILLS	KNOWLEDGES
<ul style="list-style-type: none"> ➤ development of an organic resilient intervention and strategy ➤ participatory processes defined and optimized ➤ partial outcomes evaluation 	<ul style="list-style-type: none"> ➤ implement training programs and working plans for citizens ➤ develop communication campaigns and organize events ➤ set up participatory processes with the involvement of local stakeholders from any level and institutions ➤ adapt social assistance services, act on social cohesion and territorial development policies. 	<ul style="list-style-type: none"> ➤ project management techniques, logical decision-making processes ➤ techniques to analyze complex systems and grasp the connections between socioeconomic aspects ➤ methods to coordinate activities and persons and develop networks of contacts with institutions, research bodies, economic entities
EXPECTED RESULT		
Social resilience proposals and initiatives defined and tuned up		