

HR.SOP.XVII.6.3.4.002
WHO Surge Capacity
Global Internal Roster
Registration, Validation & Placement
HRT/TAM

ER Standard Operating Procedure
Target Audience: All Staff

I. Introduction

This standard operating procedure (SOP) describes the following:

- (i) the process by which existing staff register their interest to be considered for placement on the WHO Global Internal Roster for Emergencies (hereafter referred to as the Internal Roster);
- (ii) the validation exercise major offices (Headquarters and Regions) conduct to determine the suitability of staff within their respective regions to be placed on the Internal Roster; and
- (iii) the deployment readiness requirements validated staff must complete before being placed on the Internal Roster.

The Headquarters (HQ) Talent and Acquisition and Roster Management Team (the HQ TAR Team), under the Human Resources and Talent Acquisition Department (HRT), manages the Internal Roster and provides the platform through which the major offices select staff for deployment. The decisions to deploy surge capacity are made by the WHO Representative (WR)/ incident manager (IM) who is part of the Emergency Response Division at the Country Office (WCO) level.

The Internal Roster is used to provide surge capacity for acute events, including acute events within a protracted crisis.

II. Definition and Scope

WHO's primary objective in an emergency, whether natural or man-made, is to reduce avoidable loss of life and the burden of disease and disability. The Organization is committed to working closely with Member States and other stakeholders so that suffering and death in crises are minimized and health systems are protected and repaired.

To this end, the HQ TAR Team manages the Internal Roster that provides core/standing capacity, the crucial component of WHO's overall emergency preparedness and response capacity.

The Internal Roster is comprised of staff across the Organization who have

- been validated and endorsed by their respective Regional Emergency Directors (RED) and Regional Directors (RD) or Executive Director (EXD) if in HQ;
- have undergone the deployment readiness requirements; and
- can be rapidly deployed within a specific timeframe to supplement available capacity to respond to an event.

The functions covered by the Internal Roster correspond to the WHO incident management system (IMS) in the following major areas:

- Leadership (including incident management and communications)
- Partner Coordination
- Planning and Information

- Health Expertise and Operations
- Logistics and Operations Support
- Administration and Finance

Generic Post Descriptions/Terms of Reference for IMS roles are available [here](#)

Other functions may be requested depending on the nature of the emergency and the level of response required. Generic Position Descriptions (PDs) are used to facilitate rapid deployments.

III. Structure of the Internal Roster

The Internal Roster is organized based on the IMS roles and contains the names of staff who have been validated and completed the pre-deployment requirements. The size of the Internal Roster depends on the number of staff members validated as suitable for emergency deployments and available for deployment.

IV. Eligibility and Registration

The following categories of current WHO staff are eligible to register their interest to be considered for placement on the Internal Roster, if they meet the minimum criteria defined in the relevant position description:

- Staff members holding Continuing or Fixed-Term appointments (Professional and General Services)
- Junior Professional Officers (JPOs), subject to agreement by their donor country and UNDP
- Temporary staff, with at least 6 months experience within WHO¹
- Secondees, subject to approval by their releasing entity.

Only staff in the Professional category, at the P4 level and above, can be considered for IMS leadership roles, such as Incident Manager, Health Operations Team Lead and Health Cluster Coordinator. Staff in the General Service (GS) category are validated for GS roles only.

Registration

Registration is the first step in the validation exercise. The HQ TAR Team publishes the requisitions staff members use to register their interest in being placed on the Internal Roster. The validation exercise is global, involving all major offices and takes place several times a year. Once informed that the requisitions are open, staff members can register their interest in the IMS role(s) and function(s) for which they believe they have relevant qualifications, skills and experience in order to be deployed for emergencies. As a pre-requisite, non-WHE

¹ It being understood that where a temporary staff member's current contract would expire during the deployment, a new temporary contract should be issued for the purpose of the emergency assignment from the start date of the deployment. However, placement on the Internal Roster does not constitute a commitment from WHO to extend the temporary staff member's contract after the initial temporary appointment.

staff are required to obtain a [Release Form](#) from their supervisors as a part of the registration process.

V. Validation Exercise

The validation exercise of staff is managed by the RED (Emergency Response Division) in each major office (EXD in HQ).

Staff members are validated based on their ability to carry out the IMS role for which they registered, without specification of the grade. They are assessed based on the type/nature of essential work experience, functional knowledge and skills with regards to the IMS roles.

The HQ TAR Team verifies the registrations to ensure that staff have submitted complete Stellis profiles that match the minimum requirements of the role indicated. The team compiles the verified staff member registrations according to the WHO major offices and forwards them to the corresponding HR focal point and Program Area Manager for Emergency Response (WHO Health Emergencies Programme (WHE), Emergency Response Division, PAM) to begin the validation exercise.

The validation exercise consists of two phases that take place in each major office:

- a Technical Lead (TL) assessment and
- a Validation Committee review and decision that is endorsed by RED & RD for Regional Offices and EXD for HQ.

Following the endorsement of the RDs in the Regions/EXD in Headquarters, the HQ TAR Team informs staff members of the outcome of the validation exercise and the actions they need to complete in order to be placed on the Internal Roster.

Staff who are not validated for placement on the Internal Roster will be informed of the decision.

Information on how the validation process is conducted can be found [here](#).

VI. Pre-boarding & Placement on the Internal Roster

Pre-boarding and placement on the Global Internal Roster for Emergencies is managed through Stellis.

Staff members validated for placement on the Internal Roster are invited to complete the pre-boarding requirements in preparation for their possible deployment. Pre-boarding activities consist of (1) administrative requirements and (2) briefing and learning modules designed to prepare them for deployment.

a) Staff are required to:

- Submit a copy of a valid national passport and UN Laissez-Passer (UNLP);

- Obtain a mandatory Security certificate (through iLearn or UNDSS), or share valid copies if available.
- b) The HQ TAR Team assigns learning and capacity development modules designed to prepare them for deployment, including WHE mandatory courses and the incident management system (IMS) Training.

Staff are placed on the Internal Roster when they complete the above requirements.

VII. Commitment & Conditions for Remaining on the Internal Roster

- Inclusion on the Internal Roster entails commitment from the staff member and his/her supervisor to deploy within 72 hours for 4 to 6 weeks.
- Staff members cannot take annual leave within the deployment period.
- The number of deployments a staff member undertakes is determined by the number of staff members on the Internal Roster and the number of events requiring such support.
- Staff members remain on the Internal Roster for the duration of their employment with the Organization and, if they are deployed, subject to receiving a satisfactory performance appraisal at the end of a deployment.
- In exceptional circumstances non-WHE staff members may request to be removed from the Internal Roster by informing the HQ TAR Team accordingly.
- Non-WHE staff members who are reassigned to another position in the Organization should submit a new Supervisor Release Form from their current supervisors.
- Staff on Temporary, Fixed-Term and Continuing appointments may request to be transferred to the External Roster (where applicable) at the end of their employment with the Organization, subject to receipt of a satisfactory PMDS for the latest assignment¹.

VIII. Selection & Deployment for a Graded Emergency

When [Defining HR Requirements and Sourcing Mechanism for Graded Emergencies](#), major offices use the Internal Roster to identify staff they wish to deploy in response to an emergency. The designated Human Resources focal point (the HR Lead) for a specific emergency has access to the Internal Roster and selects staff for the WR/IM consideration for deployment. The respective REDs/HQ Directors lead the formal process of requesting managers to release their staff for deployment.

Depending on the skills required for a particular emergency, staff who have not (yet) been validated for inclusion on the Internal Roster can be identified and recommended for deployment.

¹ This process is under development by TAR/TAM and senior management

Staff members on the Internal Roster are deployed on duty travel and remain against their current position and grade. A deployment does not constitute a promotion nor commitment by WHO to extend or otherwise modify the staff member's existing appointment against his/her current position.

At the time of deployment, staff members are briefed and informed of the Terms of Reference (TORs) for the deployment, noting that the TORs may change during the deployment depending on the requirements for the response.

Costs related to the deployment of the staff member (travel and per diem) are covered by the Health Emergencies Programme. In the event the deployment is extended beyond the standard deployment duration of 60 days, the releasing department may be compensated for salary costs.

Information on the selection and deployment of staff from the Internal Roster can be found [here](#). It should also be read in conjunction with the SOP on [Defining HR Requirements and Sourcing Mechanisms for Graded Emergencies](#), which sets out the specific actions taken to request and identify surge capacity at the onset of a graded emergency.

IX. Performance Evaluation

Upon completion of a deployment, [Form852](#) should be completed by the staff member and his/her supervisor during the deployment. The evaluation includes comments on the staff member's general performance during the assignment and their suitability for further deployments. The form is incorporated in the staff member's Internal Roster profile and reflected in the PMDS for their current assignment at their normal duty station.

X. Recognition

Staff members who have served as deployees in an emergency context may be recognized as follows:

- Their performance during the deployment is reflected in the PMDS report for the year in which the deployment took place and special mention is made of their contribution to the Health Emergencies Programme.
- When applying for a position at a higher level, the experience gained in an emergency operation may be considered favourably by the selection panel, it being understood that the minimum requirements of the position are met.
- Any exceptional contribution to an emergency response may be recognized through an Award for Excellence from a Regional Director, Executive Director or the Director-General.

XI. References

Generic Post Descriptions for IMS Roles:

[Pages - XVII.6.1 Generic Post Descriptions for IMS Roles](#)

Vacancy notices:

<http://www.who.int/careers/en/>