

Job Description	
Position: Protection, Gender Inclusion (PGI) & Volunteer Officer	Reports to: Senior PGI Focal Point
No. of Direct Reports: 0 No. of Indirect Reports: 0	Location: TRCS Head Quarters, Tongatapu
<p>Organizational Context: Tonga Red Cross Society (TRCS) is a volunteer-based humanitarian organization operating across Tonga, committed to serving the most vulnerable with dignity and compassion. The Society acts before, during and after disasters, crises and health emergencies in order to meet the needs and improve the lives of vulnerable people. It is the largest local humanitarian organisation in Tonga committed to quality service delivery to the most vulnerable. The organisation is part of the Red Cross and Red Crescent Movement which has 192 member countries. The Tonga Red Cross has a decentralized structure, with 3 branches. The society's work is guided by seven fundamental principles (humanity, impartiality, neutrality, independence, voluntary service, unity and universality), policies and by their Strategy.</p> <p>TRCS is also committed to mainstreaming Protection, Gender, and Inclusion (PGI) across all programs, policies, and strategies. PGI is a strategic priority embedded in TRCS's humanitarian response and development efforts, aligned with the TRCS Strategic Plan 2022–2026, which identifies PGI as a key humanitarian challenge.</p>	
<p>Job Purpose: The PGI Officer will lead the operationalisation of PGI priorities across TRCS programs, policies, and community-based activities. Under the supervision of the Senior PGI Focal Point, the Officer will provide technical support, training, and field-level implementation of PGI actions. This includes ensuring inclusive and protective programming that reflects Tonga's cultural values and community structures. The Officer will also support PGI integration in emergency preparedness, disaster response, and long-term development, while coordinating with local partners and contributing to PGI monitoring and reporting.</p> <p>Meanwhile, the Volunteer Officer will coordinate, and support the TRCS volunteering program and activities to better support volunteering development in Tonga.</p>	
<p>Specific job duties and responsibilities:</p> <p>(A) Protection, Gender & Inclusion (PGI) Officer</p> <ul style="list-style-type: none"> • Apply PGI Minimum Standards in TRCS programs and emergency response. • Integrate PGI into project planning, implementation, and review. • Promote collection and use of sex, age, and disability-disaggregated data (SADDD). • Support field assessments and protection risk analyses, especially in outer islands and remote communities. • Roll out PGI training and awareness sessions for staff and volunteers. • Develop and disseminate PGI tools contextualized for Tonga. • Mentor branch volunteers on PGI principles and practices. Community Engagement and Safeguarding • Promote inclusive engagement strategies that amplify voices of women, children, persons with disabilities, older people, and minority groups. • Strengthen safe and culturally appropriate feedback and reporting mechanisms. • Support development of referral pathways for protection-related concerns. 	

- Coordinate with local stakeholders including women's groups, disability organizations (OPDs), and GBV actors.
- Represent TRCS in local protection-related meetings and working groups.
- Track PGI activities, results, and lessons learned across TRCS programs.
- Contribute to internal and external PGI reports and documentation.

(B) Volunteer Officer

- Provide technical mentoring, coaching, and day-to-day support to TRCS Branch Volunteer Focal Points to strengthen volunteer coordination at branch level.
- Support the promotion of volunteering principles and practices across governance, management, and branches, ensuring volunteers are meaningfully engaged in programme planning and implementation.
- Assist programme teams (Youth, PGI, Health, Climate, and Disaster Management) to integrate volunteers into programme activities in line with TRCS standards and guidelines.
- Maintain and update the TRCS volunteer database, ensuring accurate, complete, and timely volunteer records.
- Coordinate the annual registration and insurance of all TRCS volunteers in compliance with TRCS and IFRC requirements.
- Collect, consolidate, and manage volunteer data and statistics for internal reporting and external submissions, including the Federation-wide Data Reporting System (FDRS).
- Support the implementation of youth and volunteer policies, strategies, and action plans aligned with the TRCS Strategic Plan.
- Provide operational guidance and tools to branches to support local volunteer initiatives and strengthen volunteer engagement at community level.
- Assist in the planning and delivery of national volunteer and youth events, including forums, camps, trainings, and International Volunteers Day activities.
- Facilitate peer learning and capacity-building activities for volunteers, including exchanges, workshops, and on-the-job learning opportunities.
- Support planning, monitoring, evaluation, and reporting (PMER) for volunteer and youth activities, including activity tracking and lessons learned.
- Act as a technical focal point for coordination with IFRC Pacific CCD and IFRC Asia Pacific Regional Office on volunteering and youth-related matters.
- Support the coordination and participation of TRCS volunteers and youth representatives in regional and global Red Cross and Red Crescent events.

Duties applicable to all staff

1.	Actively work towards the achievement of the Tonga Red Cross Society goals
2.	Abide by and work in accordance with the Red Cross principles, Code of conduct and TRCS policies
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager and Secretary General
4.	Be on stand-by in case of any emergencies

Position Requirements

Education	Required	Preferred
Tertiary education in a related field	X	
Experience	Required	Preferred

**TONGA RED CROSS SOCIETY**

Have notable experiences in the humanitarian, development, or volunteer sector	X	
Experience in volunteering and community engagement including working with youth	X	
Knowledge and Skills	Required	Preferred
In-depth knowledge of volunteer programme management- and youth engagement	X	
Demonstrated leadership and the ability to work with volunteers and peer education	X	
Demonstrated coordination and organizational experience	X	
Excellent communication skills and influencing skills	X	
Excellent relationship building skills, ability to build and strengthen internal and external networks, and establish effective partnerships with a range of stakeholders	X	
Demonstrated skill in analytical and strategic thinking	X	
Facilitation and presentation skills	X	
Fluent in spoken and written English and Tongan languages	X	
Competencies		
<i>Core:</i> Communication, Teamwork, Decision-making, Customer Relations, Innovation, Trust-building. • <i>Functional:</i> Planning, Initiative, Community Engagement. <i>Values:</i> Respect for Diversity, Integrity, Professionalism, Accountability.		

Submissions

Interested candidates who wish to apply are required to submit their letter of application/cover letter together with a CV, certified copies of educational qualifications and transcripts and any other supporting documents.

Please note that any incomplete applications will **not** be considered.

All applications to be submitted either in person to: **ATTN:** Secretary General, Tonga Red Cross Society Headquarters, or electronically via email to sg@tongaredcross.to and cc deputysg@tongaredcross.to **no later than 4.30pm Wednesday 25 February 2026**