

HUMANITARIAN / FAMILY ASSISTANCE CENTER MANAGEMENT

Operate a Complex Family Support Environment



Duration: 1 Day

Maximum Attendance: 25

Format: Extensive use of case studies, large and small group discussions, exercises/practical role-play

Description: For this course, we use the common terms of 'Humanitarian Assistance Center (HAC)' and 'Family Assistance Center (FAC)' interchangeably to describe a centralized facility or facilities used to provide information and support to families following an emergency.

This course is designed for those personnel with the responsibility to set up, operate and close down a HAC. Although the primary function of a HAC is to provide direct support to the families, this cannot be effectively delivered unless the three key components of logistics, organization and administration are in place and functioning continuously. Through multiple practical sessions and considering actual Kenyon experiences, delegates will be able to understand the inter-related operational components of a HAC.

Objectives:

- Learn and understanding key steps in setting up, operating, and closing down a HAC
- Consider best practices for HAC design, operating procedures, data management, and delivery of essentials services
- Identify key strategies for financial management and contracting key resources
- Discuss the transition from interim centers to the HAC and to long-term recovery agencies

Course Content:

- Location, design, and contracting
- The role of the HAC
- Resources: personnel and equipment
- HAC operating procedures and working routines
- Administration and finance
- Selection and training of HAC personnel
- Transfer of responsibility from interim centers to the HAC
- Information management and liaison with call centers
- Command and control: the role of the management team
- Close down of the HAC and transfer of responsibility for long-term recovery

Further Information

If you would like to know more about the Humanitarian/Family Assistance Center Management and how it can complement your existing emergency plan please email at kenyon@kenyoninternational.com or contact any of the Kenyon worldwide offices.



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