



Organisational Description

The Sierra Leone Red Cross (SLRCS) is one of 188 national Red Cross/Red Crescent societies. It embodies the work and principles of the Movement. It acts as auxiliary to the public authorities in the humanitarian field and provides a range of services including dissemination, disaster management, relief, health and social services.

Context/background

SLRCS wanted to obtain committed status in order to demonstrate that it values its work force who collectively contributes to the achievement of its objectives. Achieving organisational objectives is possible if the work force is well-managed, motivated and empowered to carry out their functions.

The society has been moving gradually towards an improved human resources management system by adapting best HR practices and obtaining a committed status would demonstrate its willingness to continually improve on its practice in people management.

Analysis of the Problem

The HR/Movement Relations Department had set a target to obtain this status and one major challenge was getting prompt feedback from employees on the staff satisfaction survey conducted. Another challenge was developing the Department's three year plan in line with the Code of Good Practice as some of the indicators were not applicable to their situation.

Solution to the Problem

SLRCS was linked to People In Aid by the British Red Cross, one of SLRCS' major Partners. Christine Williamson was assigned to the Society as People In Aid focal person and she took their HR Director through the process.

They achieved the status through the following steps:-

- A written and public commitment to the People in Aid Code of Good Practice
- A staff engagement exercise - conducting an employee survey



- An integration of the SLRCS' HR Policy and Practice with the People In Aid Code of Good Practice

Reflections/Lessons Learnt

How SLRCS will benefit from the quality work:

- SLRCS gains recognition from People in Aid and the use of the Quality Mark 1 logo
- The organisation improves and therefore reduces risk in some areas of people management.
- The Organisation is demonstrating a commitment to the continual improvement of its practice in people management
- Their work force is well managed, motivated and staff welfare is addressed
- Recognition in the job market and able to attract qualified applicants
- Recognition by Partners as a credible organisation addressing its HR needs

For the future

SLRCS plan to work earnestly to implement activities as per their action plan and strive to achieve Quality Mark 2.

'Failure in people is caused more by lack of determination than lack in talent.'

Victoria F. Smith
Director, HR/Movement Relations
Sierra Leone Red Cross Society