

# HUMANITARIAN OPERATIONS PROGRAMME (HOP) CASE STUDY

## Francis



Francis works for National Empowerment, an organisation in South Sudan, working in emergency response and those affected by Gender Based Violence (GBV). He says that working with people, helping alleviate their suffering, is a key motivation for him.

Francis signed up for the HOP so he could be 'effective in-service delivery' in emergency response contexts. He says that both the HOP Core training and the Response simulation have been instrumental in his development in humanitarian response. He has gained a deeper understanding from both, on topics ranging from gender sensitivity to budgeting, from safeguarding to distribution, from radio use to rapid assessment.

Francis says that the HOP has had a big impact on his work. He is able to plan a programme while better considering factors that could impact it. Stakeholder mapping, risk assessment and setting priorities are vital, he says. As a Monitoring & Evaluation Officer Francis believes that affected populations data is key. Through HOP he now better involves affected people throughout the humanitarian programme cycle. Listening and learning, Francis believes, is fundamental and he uses the skills he acquired on HOP to work with victims of rape and sexual assault.

“The training exceeded my expectations, and my experience has enabled me to deliver for the community”



“Partnering a wide range of organisations has the biggest role to play in addressing humanitarian crisis. My skills in working together with stakeholders have improved significantly and technically I have changed dramatically”



**“Any intervention that doesn’t put the affected population at the centre is a broken intervention. I have learnt a lot about working with affected communities.”**

From the HOP, Francis has particularly valued the impact on his ability to deal with ‘huge volumes of work’. He has increased his responsibilities working across different departments. He also says that through the programme, he learnt a lot from friends across Africa and the UK.

Francis passes on his expertise and skills, supporting community outreach workers, state co-ordinators, and programme officers. For example, he trains staff in asking most effective questions of affected populations and works with state co-ordinators to ensure that insights from affected communities are reported. This way, he believes, systems are strengthened, and delivery is improved.

For more information, or to apply, contact us at [hop@savethechildren.org.uk](mailto:hop@savethechildren.org.uk)

To find out more about Save the Children and Humanitarian Capacity Building, visit our [site](#)

**“My HOP experience has been so important. My team working has been transformed”**