



# Kelly Wooster

WOOSTERConsulting

## Summary

Project Manager with 21 years of professional experience working for non-government organisations, businesses and national and local governments. Specific expertise in facilitation and training, disaster risk reduction, needs assessment, quality and accountability including the Sphere Project, organisational development and team building. Has successfully worked with many cultures in over 25 countries across the world.

## Professional Experience

### RedR UK, Pakistan, South Sudan, Sri Lanka and Sudan

*Consultant, Facilitator, Convenor, Training Coordinator*

**02/04-04/13**

- Managed a global learning needs assessment and co-developed and facilitated four 5-day courses for Disaster Risk Reduction in Emergencies;
- Co-developed, facilitated and assessed participants for master's level credits at Oxford Brookes University for the following courses:
  - 17 Needs Assessment in Emergencies courses covering assessment planning, data collection, analysis and reporting;
  - 16 Essentials in Humanitarian Practice courses aimed at improving foundation knowledge and skills in humanitarian workers;
  - 10 Managing People and Projects workshops which focus on project management, leadership, communication and team working competencies.
- Acted as lead facilitator for a Sphere Training of Trainers, general Training of Trainers, Logistics in Emergencies, Personal Security Debriefing for Women, two regional Education Cluster Coordinator and eight Sphere in Practice workshops;
- Managed activities for five field offices on a UNHCR-funded project to provide capacity building and learning support for earthquake relief in Pakistan (2005-2006). Managed a programme which provided training for over 2,000 participants from government, UN, NGOs and communities;
- Performed learning assessment to inform 2006 training plan for Sri Lanka office;
- Facilitated internal RedR team meeting to explore the organisational structure and make recommendations.

*Czech Republic  
England  
Pakistan  
Finland  
Kenya  
Lebanon  
Netherlands  
Palestine  
Romania  
Slovakia  
South Sudan  
Sri Lanka  
Sudan  
Sweden  
Wales*

*A full list of dates and locations can be provided on request*

### The Sphere Project

*Researcher, Reviewer and ITSS (International Training and Sphere Specialist)*

**02/13-04/13**

**06/12-08/12**

**01/11,**

**02/10-09/10**

**07/07-08/07**

*Geneva,  
Switzerland*

- Developed *Humanitarian Standards in Context: Bringing the Sphere Handbook to Life* video guide and training session and assisted with review of video content;
- Acted as reviewer on *Sphere4Monitoring*, *Sphere4Evaluations* guides and Sphere e-learning modules;
- Contributed towards development of Sphere Learning Strategy 2011-2016;
- Consulted on linking two Sphere companion volumes: INEE Minimum Standards in Education and Economic Recovery Standards with the Sphere handbook;
- Initiated Sphere support service in conjunction with the Humanitarian Accountability Partnership-International for the Cyclone Nargis response in Myanmar;
- Conducted study on certification of Sphere Training and Sphere Trainers;
- Contributed to the development of the Sphere Training Package 2003.

**07/08**

*Yangon, Myanmar*

**06/00-05/01**

*Istanbul, Turkey*



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## Professional Experience, continued

### **Oxford Policy Management**

*Team Leader-Nutrition Monitoring and Early Disaster Warning Systems Review*

**06/11-05/12**

*Ulaan Batar,  
Mongolia*

- Managed team to conduct a study on how the Mongolian government and other relevant stakeholders collect, analyse, report and respond to disasters and monitor information on food security and nutrition nationally with an analysis of how this system compares to international standards and practices.

### **CWS (Church World Service)**

*International Sphere and Training Specialist and Evaluator*

**11/11-01/12**

**02/11-04/11,**

**10/10-11/10,**

**06/08, 04/07,**

**08/06-10/06**

*AJK, Islamabad,  
KPK, Sindh and  
Suat Provinces  
Pakistan*

**11/10 and 04/07**

*Kabul,  
Afghanistan*

**12/06**

*Hanoi, Vietnam*

- Designed and facilitated:
  - A 5-day Use of Sphere in Monitoring & Evaluation workshop in Suat province
  - Three workshops on Using Sphere for Disaster Response and Preparedness;
  - Four Sphere Training of Trainers Workshops which were followed by a lessons learned workshop and study showing that over 1,000 people were trained by CWS trained trainers.
  - Three workshops on using Sphere in water, sanitation and hygiene promotion activities for people working in flood-affected areas;
  - A 5-day Rapid Assessment in Humanitarian Response workshop focusing on Sphere and HAP in Kabul
  - (Co-facilitated) 10-day Organizational Development Course covering strategic planning, the role of the board and the management and managing resources.
- Facilitated a process for institutionalising Sphere at CWS working with senior managers and reviewing existing project management tools for Sphere compliance;
- Conducted evaluation of the Sphere Focal Point Project from 2005-2008;
- Coached national Sphere Focal Points to carry out project and coordinate with other quality and accountability initiatives.

### **Merlin (Medical Relief International)**

*Facilitator, Evaluator, Needs Assessor*

**02/11**

*Nairobi, Kenya*

**09/02**

*Leicester, UK*

**03/02-04/02**

*Lilongwe and  
Nsanje, Malawi*

**10/01-11/01**

*Conakry,  
Kissidougou  
and Dabola,  
Guinea*

- Facilitated Strategic Team Workshop aimed at improving project management skills and developing a region-specific strategy for the Kenya and Somalia programmes;
- Facilitated Managing Across Cultures session in a Management in Emergencies workshop;
- Represented Merlin's interests in pursuing humanitarian relief projects with government, UN, and other international agencies in Malawi and Guinea;
- Conducted a food security and nutrition needs assessment in Malawi;
- Performed evaluation on World Health Organisation-funded Roll Back Malaria programme and gathered samples from refugee camps in Guinea for analysis.



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## Professional Experience, continued

### **Mercy Corps**

*Facilitator for Strategic Planning, ITSS, Country Director, Training Manager*

- Custom-designed and delivered two management team workshops to inform strategic planning and build on communication, planning and management skills within the organisation;
- Designed and implemented training programmes to empower over 650 humanitarian actors in Turkey, Pakistan and Afghanistan through the use of Sphere Minimum Standards in Disaster Response including translation of the handbook into 3 languages;
- Acted as Country Director for Turkey Earthquake Relief Operations assisting victims of the two earthquakes in August and November 1999. (2 million euros in grants from multiple donors and a six-person office.);
- Participated in the design and development of The Sphere Project's Training Package;
- Oversaw projects in the areas of emergency relief, sustainable community development and civil society initiatives with a focus of building on local capacities.

**08/09-12/09**

*Juba,  
South Sudan*

**05/04-06/04**

*Kabul,  
Afghanistan*

**02/03-06/03**

*Islamabad and  
Quetta,  
Pakistan*

**05/00-04/01**

*Istanbul,  
Turkey*

### **Oxfam GB**

*ITSS (International Training and Sphere Specialist)*

- Designed and delivered a Sphere Training of Trainers workshop and a follow-up workshop for government and NGO's including development of action plans for improving accountability within the organisations/government departments.

**02/09 and 07/08**

*Georgetown,  
Guyana*

### **World Vision International**

*ITSS*

- Designed and delivered a regional Sphere Training of Trainers workshop for World Vision staff members from Asia and the Middle East.

**09/08**

*Antipolo City, The  
Philippines*

### **Aga Khan Development Network (AKDN) and FOCUS Humanitarian**

*Facilitator, Evaluator*

- Designed, prepared and delivered 6-day workshop on The Sphere Project for employees of FOCUS India;
- Conducted internal evaluation exercise for AKDN looking at six ECHO and DIPECHO-funded projects across three countries in four sectors including water, sanitation and hygiene, disaster preparedness, shelter and food aid;
- Wrote evaluation report including findings from six projects and recommendations on a country-level and overall organisational recommendations.

**10/07**

*Mumbai, India*

**05/07-07/07**

*Mountainous  
regions of  
Afghanistan,  
Pakistan and  
Tajikistan*



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## Professional Experience, continued

### Concern Universal

*ITSS*

- Designed, prepared and delivered two workshops on how to utilise Sphere Minimum Standards in disaster preparedness and response for government, UN, national and international NGO's.

**09/07, 06/03**

*Banjul and Serang  
Yang, The  
Gambia*

### ACBAR (Agency Coordination Body for Afghan Relief)

*Evaluator*

- Conducted Evaluation on a two-year project funded by the American Red Cross to translate the Sphere Handbook into Dari and provide introductory training sessions for humanitarian actors across Afghanistan.

**10/04-12/04**

*Kabul,  
Afghanistan*

### Dublin Group (Management Consulting Firm)

*Project Manager*

- Acted as liaison for the top two negotiators on the Bank of America/Nations Bank merger;
- Created satellite broadcast sales training for a product launch at Bank of America. Trained 6,000 employees in three days and exceeded sales goal by \$300 million;
- Managed team to nationalise three regional teller training programmes.

**06/97-09/99**

*San Francisco,  
USA*

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## Education

Bachelor of Arts, Sweet Briar University  
Major: International Affairs Minor: French

L'Universite de Nice (exchange student)

L'Universite de Quebec  
French Immersion Programme

**Class of 1991**

*Sweet Briar, VA, USA*

**09/89-06/90**

*Nice, France*

**06/89-09/89**

*Trois-Rivieres, Quebec,  
Canada*

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## Additional

Registered RedR member, DFID Registered Consultant, UN Security Certificate, UN Landmines and Explosive Remnants of War Training Certificate, Support member for RAPID UK (Rescue and Preparedness in Disasters), Proficient in Microsoft Office Suite, FCC licensed educational radio operator.