

Joelle Jouwayed

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PROFESSIONAL HUMAN RESOURCES EXPERTISE

A seasoned Human Resources professional with comprehensive experience across the full spectrum of HR functions in both development and emergency response contexts. Proven success in leading end-to-end recruitment processes including job analysis, talent sourcing, interviewing, and onboarding, resulting in the strategic placement of high-performing talent across diverse technical and geographical areas.

Expert in designing and implementing employee engagement strategies that cultivate a positive organizational culture, enhance staff morale, and improve retention. Adept at developing and delivering targeted training and capacity-building initiatives to bridge skill gaps, elevate team performance, and support organizational growth.

Skilled in conducting thorough needs assessments and creating customized learning content aligned with adult learning principles and institutional objectives. Demonstrated ability to formulate, implement, and audit HR policies and procedures that ensure compliance with local labor laws, donor requirements, and internal standards.

Experienced in establishing robust performance management systems that facilitate goal setting, track progress, and support employee development. Utilizes HR analytics and workforce data to inform strategic planning, streamline processes, and identify trends in employee engagement and behavior. Delivers actionable insights to senior leadership through clear, data-driven reports and dashboards.

Proficient in leading complex organizational change initiatives including restructuring and mergers, with a focus on transparent communication and minimal operational disruption. Committed to driving organizational development strategies that increase efficiency, promote staff satisfaction, and align HR practices with long-term strategic goals.

HR MANAGEMENT SKILLS

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|-----------------------------|-----------------------------|--------------------------|
| ♦ Full-Cycle Hiring Process | ♦ Compensation Negotiations | ♦ Emergency Response |
| ♦ Workforce Planning | ♦ Networking | ♦ HRIS Technologies |
| ♦ Strategies Development | ♦ Excellent Communication | ♦ Training & Development |
| ♦ Talent Management | ♦ Cultural Diversity | ♦ Performance Management |

PROFESSIONAL EXPERIENCE

Regional Human Resources Director – MENA/Europe

Jan 2025 – Present

MERCY CORPS

- Lead and coordinate HR&OD work at the regional level to align regional HR vision and priorities with One People Team and regional vision, strategy and priorities.
- Provide strong technical HR&OD support for change initiatives within the region
- Coordinate and support others, including Country Office HR Leads, where applicable, to effectively implement new global initiatives, and continue to monitor and follow up on implementation
- Create and implement effective plans for developing leadership, people management and HR capacity and capabilities within the region.
- Work in collaboration with others to build strong HR foundations, ensuring HR policies, procedures and systems in the region are fit-for-purpose to meet evolving organizational needs
- Provide high-quality advice and support for the timely and compliant resolution of employee relations issues, particularly those which are complex or high-risk.

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- Provide effective senior HR support for emergency preparedness and response and crisis management, ensuring appropriate HR policies and practices are established in a timely and compliant way.
- Develop capabilities of country HR teams and provides them with guidance and support to ensure that they are effectively carrying out their responsibilities
- Serve as the senior HR representative of the ESLT / Regional Office and One People Team in the region and ensure regional and country-level interests are effectively represented in different forums, including as a member of the One People Team SLT and a member of the RHRD team.
- Contribute effectively to the design, implementation and realization of organizational initiatives and goals as a member of relevant Working Groups at regional and global level

Senior Manager, HR MDS

Apr 2021 — Nov 2025

INTERNATIONAL MEDICAL CORPS, GLOBAL

- Researched and developed strategies to support the effective implementation of the Misconduct Disclosure Scheme (MDS) across the organization.
- Collaborated cross-functionally with Compliance, HR, Legal, and other key stakeholders to design and operationalize systems and processes aligned with the MDS framework.
- Ensured full compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR), in handling sensitive candidate information.
- Developed structured processes to obtain misconduct-related information from candidates' previous employers and respond appropriately to requests from external organizations.
- Designed and implemented training programs for recruiters and relevant stakeholders to ensure consistent application of the MDS and compliance standards.
- Maintained and updated Talent Management Systems to accurately reflect MDS requirements and data integrity.
- Conducted regular audits of Talent Management reports to ensure thorough background and reference checks.
- Produced monthly analytics and dashboards on key metrics related to background and reference verification activities.
- Compiled and presented an annual report for the Steering Committee for Humanitarian Response, summarizing outcomes and compliance with MDS protocols.

Senior Manager, HR Emergency Response & Preparedness

Jan 2021 – August 2024

INTERNATIONAL MEDICAL CORPS, GLOBAL

- Collaborated with the Emergency Response Unit (ERU) to strategically plan and deploy HR resources during crisis onset, adopting a whole-agency approach.
- Enhanced organizational emergency response capacity by leveraging internal capabilities and external partnerships to ensure rapid mobilization.
- Provided HR leadership for the World Health Organization (WHO) Verification Event, ensuring seamless coordination and execution.
- Led HR operations during emergency responses, ensuring integrated collaboration across the ER Team, Talent Acquisition, HR HQ, field HR teams, and travel coordination.
- Contributed to operational and workforce planning by identifying staffing needs, designing clear structures, and facilitating rapid recruitment and deployment of international, national staff, and volunteers.
- Developed and regularly updated comprehensive emergency response orientation packages, including security briefings and country-specific information, in coordination with International HRHQ.
- Partnered with Compensation and Benefits teams to implement appropriate crisis-related compensation mechanisms.
- Directed and supported HR field teams during emergency deployments, ensuring consistent HR service delivery and compliance.

Joelle Jouwayed

- Distributed timely Flash Alerts and Situation Reports (SitReps) to HR stakeholders for informed decision-making.
- Maintained and managed the emergency staffing roster, ensuring deployment of staff at key stages to support capacity building and operational continuity.
- Created and revised emergency-specific HR policies and procedures to reflect evolving operational needs.
- Provided technical oversight and strategic guidance to the HR function throughout emergency response phases.

➤ **GAZA Emergency Response**

Dec 2023 – August 2024

- Implemented Temporary Deployment (TDY) procedures to facilitate rapid mobilization of qualified personnel during emergency response operations.
- Collaborated with the Response Management Team (RMT) to assess urgent staffing needs and participated in RMT meetings to align recruitment strategies with evolving operational priorities.
- Led the international recruitment process, identifying and engaging roster candidates for various levels and technical functions.
- Developed role-specific job descriptions tailored to emergency response contexts and managed job postings across national and international platforms.
- Oversaw the full recruitment cycle, including candidate sourcing, shortlisting, coordination with hiring managers, and interview scheduling.
- Built and maintained a live Recruitment Tracker to ensure timely updates, visibility, and accountability in hiring progress.
- Monitored the integrity of the international recruitment process, ensuring accurate documentation and compliance with internal and donor standards.
- Provided strategic support to hiring managers across departments to meet critical staffing timelines and needs.
- Offered technical supervision to two international recruiters, ensuring quality assurance and alignment with recruitment standards and emergency HR protocols.

➤ **UKRAINE Emergency Response**

Feb 2022 – Apr 2022

INTERNATIONAL MEDICAL CORPS, GLOBAL

- Collaborated with Compensation & Benefits teams to develop and update regional benefits and allowances in alignment with operational needs.
- Implemented Temporary Deployment (TDY) procedures to ensure rapid and compliant staffing in emergency contexts.
- Designed and operationalized national recruitment processes, including workflow structure, tools, and documentation.
- Worked closely with the Response Management Team (RMT) to identify critical staffing needs and participated in RMT meetings to align HR support with evolving program demands.
- Led international recruitment efforts by identifying and engaging roster candidates for rapid deployment across various technical and leadership roles.
- Directed and coordinated national recruitment efforts, ensuring efficient sourcing, selection, and onboarding of national staff.
- Developed and maintained national recruitment trackers to monitor hiring progress and ensure timely reporting.
- Created tailored job descriptions aligned with emergency response needs and posted vacancies on relevant local and international platforms.
- Managed the end-to-end recruitment cycle, including candidate sourcing, shortlisting, and coordination with hiring managers and technical panels.
- Ensured proper documentation and compliance throughout the recruitment process, conducting post-response HR compliance checks.

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- Reviewed and adjusted national salary scales in coordination with Compensation & Benefits to reflect market benchmarks and internal equity.
- Identified and deployed qualified internal staff through TDY assignments to support urgent staffing needs.
- Provided technical supervision to on-ground HR Admin Managers to ensure quality and consistency in field-level HR practices.
- Acted as an HR Business Partner to senior leadership in Ukraine, offering strategic and operational support to the Country Director, Senior Directors, and Finance/Admin teams.

➤ **HAITI Emergency Response**

Oct 2021 – Feb 2022

INTERNATIONAL MEDICAL CORPS, GLOBAL

- Led the design and implementation of key HR components for the emergency response in Haiti, ensuring alignment with organizational standards and operational needs.
- Conducted comprehensive assessments to identify HR capacity gaps and developed an HR improvement plan with targeted corrective actions.
- Provided ongoing technical support and coaching to the field-based HR Manager to strengthen in-country HR operations.
- Ensured accurate and complete HR documentation, closely monitoring compliance with internal processes and emergency response protocols.
- Oversaw the nomination and deployment of HR professionals through Temporary Deployment (TDY), ensuring adherence to TDY guidelines and timelines.
- Managed the end-to-end TDY documentation process, including the collection and submission of Exit Evaluations to HQ.
- Led the closure process of the Haiti Emergency Response from an HR perspective, ensuring an orderly and compliant wind-down of operations.
- Developed a comprehensive HR After Action Review (AAR) to capture lessons learned, best practices, and areas for improvement.
- Contributed to strengthening emergency HR systems by enhancing tools such as the TDY framework, Emergency Response HR Toolkit, and Talent Profiling tools.

➤ **World Health Organization (WHO) Accreditation**

Jan 2021 – June 2021

INTERNATIONAL MEDICAL CORPS, GLOBAL

- Led the Emergency Response Unit (ERU) HR team in identifying and onboarding qualified volunteers and consultants to support **International Medical Corps** in achieving **WHO accreditation**.
- Oversaw the preparation and completion of documentation for rostered candidates, including verification of required trainings and certifications.
- Supported ERU Directors in applying best practices for consultant hiring, including the development of tailored Terms of Reference (ToRs) and service fee structures aligned with the project's objectives.
- Finalized and delivered key HR presentations and materials for the WHO Accreditation review, showcasing IMC's HR readiness and compliance.
- Designed and presented the ERU Roster to support strategic workforce representation during the accreditation process.
- Coordinated administrative processes and documentation in collaboration with the ERU HR team, ensuring timely and accurate support for the event.
- Co-developed and finalized Health & Safety guidelines in partnership with ERU Directors to align with WHO expectations and operational standards.

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Regional Human Resources Business Partner (Supporting Turkey, Iraq, Syria, Lebanon, Palestinian Territories Yemen, Libya, DRC, Pakistan, Guinea, Jordan, Cameroon, Burundi, and Regional Office)

INTERNATIONAL MEDICAL CORPS, REGIONAL

May 2018 - Dec 2020

- Provided in-country technical support and coaching to HR teams across 13 countries, focusing on performance management, workplace relations, leadership development, and conflict resolution.
- Led career development initiatives, including talent identification, competency assessments, and capacity-building plans to support staff growth and retention.
- Supported the consistent implementation of corporate HR policies and procedures, ensuring alignment with organizational standards and local labor laws.
- Designed and facilitated training and capacity-building sessions for HR staff to promote best practices and ensure compliance across all country offices.
- Advised on learning and development initiatives to enhance organizational knowledge and skills at multiple levels.
- Led the annual review and update of regional staff benefit packages, conducting consultations with internal stakeholders and market benchmarking.
- Conducted field visits to provide hands-on HR technical support, assess systems, and guide improvements in HR structures and practices.
- Served as a global investigator within the International PSEA Investigation Team, conducting sensitive safeguarding investigations across IMC offices.
- Acted as interim Head of HR during the Ebola Emergency Response in the DRC, providing remote leadership and strategic HR guidance during a critical response phase.

INTERNATIONAL RECRUITER for the Middle East Countries (Lebanon, Turkey, Jordan, Iraq, Yemen, Syria, and Palestinian Territories)

INTERNATIONAL MEDICAL CORPS, REGIONAL

Jan 2015 - Apr 2018

- Managed full-cycle international recruitment for senior leadership and technical roles, coordinating closely with hiring managers and technical units to meet evolving staffing needs.
- Led recruitment for high-level positions including Regional Senior Directors, Country Directors, Deputy Directors, and Heads of Program, as well as specialized roles across multiple departments (WASH, GBV, Protection, Mental Health, Logistics, Finance, Compliance, and more).
- Conducted training sessions for hiring managers and recruitment stakeholders to build capacity and ensure understanding of international recruitment policies and procedures.
- Ensured a transparent, legally compliant, and timely recruitment process across all stages; sourcing, shortlisting, interviewing, and onboarding.
- Served as the regional focal point for complex staffing matters, providing advisory support on recruitment-related issues and employee concerns.
- Collaborated with the International HR Department to align recruitment practices with global strategies and participate in organizational HR initiatives.
- Supported Middle East country offices in national-level staffing and capacity building, helping to strengthen local HR functions and ensure alignment with international standards.
- Effectively managed multiple competing recruitment demands across crisis and development contexts, ensuring delivery under tight timelines.

RECRUITMENT OFFICER

May 2014 - Dec 2014

INTERNATIONAL RESCUE COMMITTEE, BEIRUT

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- Ensuring that all established based aspects of the recruitment and selection process function effectively for the recruitment of permanent and part-time employees and volunteers.
- Responding to requests for recruitment in formation, preparing notices and advertisements.
- Actively participating in assessments, coordinating assessment schedules, working with managers to ensure that references and background checks are completed prior to appointments and the collection of monitoring information for each recruitment campaign.

LANGUAGES

Fluent in spoken and written Arabic, French, and English.

Beginner in spoken and written Spanish

EDUCATION

SAINT-JOSEPH UNIVERSITY — Lebanon

Masters Degree in Human Resources Management, 2017

LEBANESE UNIVERSITY — Lebanon

Bachelor Degree in Industrial Psychology, 2011

CERTIFICATIONS

Project Management for Development Professionals (PMD Pro) May 2019

Humentum

Countering Bias In The Workplace February 2020

eCornell

Certified Data Protection Officer (CDPO) January 2023

The Knowledge Academy

REFERENCES

Available upon request.