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| **Job Title** | Community Engagement and Accountability external liaison delegate |
| **Classification Level** | Only applicable for positions classified by the IFRC Job Classification Committee |
| **Immediate Supervisor’s Title** | Health Coordinator |
| **Number of Direct Reports**  ***(if applicable)*** |  |
| **Number of Indirect Reports**  ***(if applicable)*** |  |

**Organizational context (where the job is located in the Organization)**

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| The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world’s largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC’s headquarters is in Geneva, with regional and country offices throughout the world.  Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to CEA Delegate, deployed in a Federation co-ordinated operation. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference. |

**Job purpose**

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| Community engagement and accountability is at the core of Red Cross and Red Crescent programming and operations. It is an approach geared towards putting people and communities, vulnerable to and affected by crisis, at the centre of what we do. It encompasses a set of activities that embed and integrate participation, communication, feedback and learning throughout the programme cycle, in service delivery and in strategy development. The goal is to enable people and communities to lead and shape positive, sustainable change in their own lives, communities and society.  The CEA external liaison delegate will work closely with the CEA Coordinator with focus on external coordination for Risk Communication and Community Engagement and co-leading the feedback working group to help response partners use community insights to shape the response. The CEA liaison will in particular oversees the community feedback systems, ensuring community feedback are timely shared and acted upon by the pillars. The role will also be expected to coordinate closely with all Risk communications and community engagement partners to influence strategic decision-making and join efforts in rolling out an harmonized strategy tailored to communities needs and feedback.  The position will provide strategic and technical advice, supervision, and training to improve the use of feedback data across response partners and strengthen community ownership and participatory planning supported by Red Cross staff and volunteers.  The person will be the alternate when the CEA coordinator is outside DRC. He/she will support therefore with the development, implementation, supervision, and evaluation of risk communication and community engagement activities for the Ebola response in DRC, along with ensuring CEA is built into National Society (NS) and IFRC ways of working for this emergency operation and recovery activities. The person will also ensure regional support to EVD preparedness countries and support. |

**Role (Job Requirements)**

**Job duties and responsibilities**

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| 1. External liaison with EVD multi-sectoral stakeholders including the Risk Communication and Community Engagement Commission and partners and other stakeholders, with focus on the feedback coordination work 2. Guides **coordination efforts across the Movement components and supports inter-agency coordination** with a wide range of partners and stakeholders to ensure synergy, integration, coherence, and harmonization of community engagement actions and community feedback work 3. Oversights the **strengthening and adaptation of feedback methods** and systems (with focus on health zones’ feedback coordination) to gain a deeper understanding of the community feedback, including perceptions, beliefs, rumours and complains 4. Ensures **community feedback are regularly analysed and shared** with key operation teams and decision makers to inform course correction and changes in community engagement approaches; 5. Guide use across Red Cross teams of the most relevant **social-cultural data and sources of vulnerabilities** information to guide epidemic response efforts 6. Coordinate and support cross-analysis of community insights and feedback data with the social science cell team the use of as part of the on going **social sciences research, impact surveys and perception data** (including social-cultural data, sources of vulnerabilities, community structures and power dynamics) to ensure a comprehensive set of behavioural data inform evidence-based risk communication and community engagement action and influence response changes 7. Support, with the CEA coordinator, the planning, rolling out and coordination of **risk communication and CEA tools, methodologies, trainings and activities** based on the needs assessment and ensure those are mainstreamed into strategies, plans and budgets to bring about positive changes and enhance levels of ownership, accountability 8. Ensure Safe and Dignified Burial (SDB) and Infection Prevention and Control (IPC) teams are equipped with effective community engagement techniques, including negotiation skills and tools to improve acceptance and reduce volunteers’ security risks for volunteer 9. Provide the necessary support to SDB and IPC teams to improve the acceptance and ownership of activities in the community 10. Engages in dialogue with key stakeholders’ leadership to ensure community engagement issues and insights drive humanitarian action 11. Guides teams to create opportunities for **communities’ voices to influence** local and national level decision making processes. 12. Identifies partnership opportunities with key local and international partners. |

**Duties applicable to all staff**

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| 1. | Actively work towards the achievement of the Federation Secretariat’s goals |
| 2. | Abide by and work in accordance with the Red Cross and Red Crescent principles |
| 3. | Perform any other work related duties and responsibilities that may be assigned by the line manager |

**Profile (Position Requirements)**

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| **Education** |  | **Required** | **Preferred** |
| An advanced university degree in a relevant area such as social sciences/behavioural/communication sciences or equivalent experience | | X |  |
| Basic delegate training course, IMPACT or equivalent knowledge | |  | X |
| **Experience** |  | **Required** | **Preferred** |
| 5 years of experience in a risk communications, social and behaviour change communication and CEA related role, with focus on health programming and epidemics | | X |  |
| 3 years of experience in the Global South, including in epidemics response settings | | X |  |

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| Experience in a coordination role, including with multi-sectoral stakeholders | X |  |

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| Experience in setting up and managing community feedback approaches and systems | X |  |

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| Experience in leading community engagement approaches and capacity building g efforts of local organizations | X |  |
| Experience in setting up and managing community engagement tools (including technological solutions) such as social media, radio, TV, SMS, cinema/drama and rolling out risk communication approaches. |  | X |
| Experience within the Red Cross and Red Crescent Movement |  | X |
| Experience in an international organization or NGO |  | X |

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| **Knowledge & Skills** |  | **Required** | **Preferred** |
| Good analytical skills and knowledge of quantitative, qualitative and participatory research methodologies and analysis | | X |  |
| Good understanding of - or training in - current developments in the field of behavioural and social sciences, community engagement processes, strategic communication, research approaches | | X |  |
| Basic understanding of risk communication, behaviour change and community engagement issues in emergencies contexts | | X |  |
| Sensitivity to challenging political contexts and understanding of risk management processes | | X |  |
| Good planning skills, with the ability to identify areas for improvements in programmes, operations and NS/IFRC ways of working through the integration of CEA approaches and activities | | X |  |
| Good knowledge of gender and diversity issues in humanitarian programming | |  | X |
| Facilitations and training skills | | X |  |

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| **Core Competencies** | **Tier 1** | **Tier 2** | **Tier 3** |
| Movement context, principles and values |  | ◉ |  |
| The Movement in the humanitarian sector |  | ◉ |  |
| Coordination |  |  | ◉ |
| Assessment |  | ◉ |  |
| Programme management & reporting |  | ◉ |  |
| Information management |  | ◉ |  |
| Resource management |  | ◉ |  |
| Direction setting and operational objectives |  | ◉ |  |
| Safety and Security |  | ◉ |  |
| Community engagement and accountability |  | ◉ |  |
| Protection, gender and inclusion |  | ◉ |  |
| Environmental sustainability | ◉ |  |  |
| Collaboration and teamwork |  | ◉ |  |
| Conflict management |  | ◉ |  |
| Interpersonal communication |  | ◉ |  |
| Cultural awareness |  | ◉ |  |
| Judgement and decision making |  | ◉ |  |
| Motivation |  | ◉ |  |
| Personal resilience |  | ◉ |  |
| Integrity |  | ◉ |  |

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| **Technical Competencies** | **Tier 1** | **Tier 2** | |  |
| Mainstreaming |  | | X | |
| Capacity Building |  | | X | |
| Community Participation |  | | X | |
| Community Understanding |  | | X | |
| Behaviour and social change communication |  | | X | |
| Evidence-based advocacy |  | | X | |
| Sexual and Gender-based Violence Prevention and Response |  | | X | |

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| **Languages** | **Required** | **Preferred** |
| Fluently spoken and written English and French | X |  |
| Good command of another language (Swahili) |  | X |