| **Generic Job Description: Social Science Research Coordinator** |
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*Note: this job description provides indicative activities and responsibilities based on the most common social science support needs during a health emergency or crisis. The content must be contextualised based on leadership structure, practical needs and realities on the ground, and in-country community engagement coordination structures already in place.*

| 1. **Post Information** | |
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| Job Title: Surge Support: Social Science Research Coordinator  Supervisor Title/ Level: TBD  Organisational Unit: TBD  Post Location: TBD | Job Level: TBD |

| Background, Organisational Context & Purpose |
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| **Background**  *[Describe the emergency]*  Community engagement and accountability (CEA) has been recognized as a central pillar of public health and humanitarian responses, essential to the successful delivery of both medical and non-medical interventions. Encompassing everything from behaviour change to countering misinformation and supporting community leadership, CEA is a cross cutting priority that requires a broad range of humanitarian and public health partners to work together with governments, and affected communities.  These efforts must be coordinated and supported by a system that strengthens best practice, facilitates partnerships, increases efficiency, and provides systematic and quality support to governments and partners in their work to adopt community-centred approaches.  For public health and humanitarian responses to be effective and have long-term positive impacts, organizations active in emergencies and crisis need to work collectively to ensure and sustain a community-centred approach at all levels of a response. This means: facilitating access to life-saving information and essential services; proactively enabling the participation of affected communities in response and relief efforts; ensuring decisions at all levels within the humanitarian and public health architecture are taken and adapted according to community feedback, concerns and priorities, as well as social insights; and supporting local responders to lead responses whenever possible. Such approaches help build trust with communities and local gatekeepers, increase the uptake of protective and health seeking behaviours, and ultimately ensure sustainability of humanitarian work.  A collective approach is essential. Previous health emergencies and responses, particularly the COVID-19 response and recent Ebola outbreaks, have demonstrated beyond doubt that collective working leads to better results.  At the global level, the Collective Service was launched in June 2020. This is a collaborative partnership between the International Federation of Red Cross and Red Crescent Societies (IFRC), United Nations Children’s Fund (UNICEF), and the World Health Organization (WHO), which leverages active support from the Global Outbreak Alert and Response Network (GOARN), and key stakeholders from public health and humanitarian sectors. The partnership enables collaboration between a wide range of organisations to increase the scale and quality of community engagement approaches. It catalyses and accelerates expert driven, collaborative, consistent and localised support for governments and local partners involved in the national response to emergencies and crisis (re: local and national actors).  Social science research and analysis is vital to design and deliver effective community engagement approaches and strategies as it provides valuable insights into the culture, practices and experiences of communities affected by the outbreak. It can, for example, contribute to a better understanding of people’s ability to put protective measures into practice, the local perceptions of the disease, the acceptance of public health and social measures, trust in public authorities or how traditional beliefs and social norms impact on healthcare seeking behaviour. Community engagement and participation in the development and implementation of research and data collection processes is essential, for example to define locally appropriate research questions and to generate meaningful evidence which can support advocacy and decision-making processes.  **Job organisational context**  This position is a dedicated interagency function\* reporting to the national level RCCE/AAP/SBC/CEA Coordinator\* working in close collaboration with other functions of the national RCCE/AAP/SBC/CEA working group (e.g. Information Management, Knowledge Management, Technical RCCE/AAP/SBC/CEA expert, etc.).  The inter-agency Social Science Research Coordinator will be activated/deployed in the first phase of a response from six weeks to up to three months to provide dedicated social science expertise and support to the national working group. She/he will support technical partners and other response stakeholders to establish a robust contextual understanding, collaborate with community engagement partners to identify critical data gaps in relation to communities’ capacities, priorities, perceptions, practices and behaviours; establish collective approaches to address these knowledge gaps (e.g. through technical guidance and advice and/or coordination with local, national or regional research partners), establish effective mechanisms for data triangulation and coordinate with response stakeholders to maximise the use of social science research and evidence for the design and delivery of national community engagement response plans. She/he will closely work with other social science expertise across the response to inform operational and strategic decisions across all pillars of the response. This will be vital to make sure that the response is of quality and accountable to the needs and priorities of the crisis affected population.  *\*As an interagency position dedicated to making research findings relevant, responsive and disseminated across all response partners, the terminologies used for national community engagement platforms may differ according to the type of response and the mandates of key implementing organisations – risk communication and community engagement (RCCE), accountability to affected populations (AAP), social and behaviour change (SBC), community engagement and accountability (CEA), etc. The Social Science Research Coordinator will work with whichever national coordination working group and technical experts are activated to ensure a community centred and engaged response.*  **Job purpose**  The position will be responsible to embed and strengthen the role of operational social science in the design and delivery of the national community engagement plans with the aim to strengthen community-centred approaches in the overall public health response. The position will provide support to the national level leadership of the response (e.g. national RCCE/AAP/SBC/CEA working group), provide technical guidance and strategic directions and contribute to evidence-based decision-making using a variety of information sources including community-level data (e.g. community feedback, social listening, monitoring data) and social science intelligence (operational social science research). She/he will hereby maximise collaboration and complementarity with other social science capacity across the response. |

| Key Functions, Accountabilities and Related Duties/Tasks |
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| **Technical guidance and support**   * Undertake a rapid contextual analysis drawing on existing data and evidence and identify key lessons learnt impacting response/interventions. * Provide technical advice to enhance standardised approaches to the collection, analysis and use of socio-behavioural data. * Provide practical advice and tools to RCCE/AAP/SBC/CEA partners to undertake rapid ethnographic assessments on social norms and beliefs, behaviours, perceptions, power dynamics and political economy. * Support partners in the proper analysis, framing and dissemination of operational findings. * Contribute to knowledge management aspects to ensure tools, protocols, and methodological expertise are made available to all relevant response partners.   **Capacity-Building**   * Undertake a rapid capacity needs assessment among community engagement partners and develops targeted capacity-building and training initiatives to strengthen applied social science research during the emergency response.   **Partnership**   * Map local and national academic institutions and partners with relevant research expertise. * Liaise with agency focal points and strengthen partnerships with main social science stakeholders in the response to ensure the systematic inclusion of social science intelligence in the humanitarian response plan. * Facilitate partnerships between operational community engagement agencies and social science expertise to enhance a better understanding of socio-behavioural factors impacting on health seeking, trust and overall reduction of risks.   **Coordination**   * Map and assess the collection and use of socio-behavioural data across the public health response to identify critical evidence, capacity and resource gaps. * Support the development of an operationally focused community engagement research agenda which responds to local needs and priorities and strengthens communities’ voices in the design and implementation of operational social science research, and coordinate closely with other social science experts of the response to advocate for emerging priorities. * Work closely with community engagement partners, Information Managers and available social science expertise to establish effective mechanisms for data sharing and data flow management. * Collaborate with M&E experts and the community engagement interagency team (where available) to adapt and implement the M&E framework. * Collaborate with social science experts deployed to the response (where available) to advocate and ensure the systematic inclusion of *all* social science intelligence in the humanitarian response plan. * Work closely with the national RCCE/AAP/SBC/CEA Coordinator and commission sub-commission leads to ensure that socio-behavioural research and evidence is underpinning operational and strategic decision-making processes in relation to community engagement and other relevant response pillars. This will mean to assess information needs and data gaps, understand preferred communication channels and formats, and co-develop actionable recommendations with partners and key stakeholders from other response pillars.   **Other**   * Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles. |

| QUALIFICATIONS |
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| **Education** | **Required** | **Preferred** |
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| Advanced degree (Master or higher) in social sciences related discipline – preferably in applied anthropology or sociology. Other social science degrees may be considered depending on type of emergency response and experience. | X |  |
| **Experience** | **Required** | **Preferred** |
| At least 5 to 7 years practical experience in community-based public health programs at the national and international level. Some of this time should have been spent in humanitarian crisis responses, including public health emergencies. | X |  |
| At least 3 years of experience in low resource settings, including in emergency response settings. | X |  |
| Demonstrated ability to conduct operational research in humanitarian crisis and/or public health emergencies. | X |  |
| Demonstrated ability to use mixed methods with an emphasis on qualitative research methods and approaches. | X |  |
| Proven experience in coordinating a diverse range of teams, partners and networks to strengthen community-centred approaches. | X |  |
| Proven experience in delivering capacity building and training courses for local teams to produce and use operational social science data. | X |  |
| Demonstrated experience of integrating gender and diversity issues into public health and humanitarian programmes. | X |  |
| Experience with the UN or an international organsation or NGO |  | X |
| **Knowledge & Skills** | **Required** | **Preferred** |
| Proven communication skills – verbal, written, visual of highest quality – suitable for range of internal and external audiences, including influencing senior managers and external stakeholders. | X |  |
| Proven ability to convey complex information in a straightforward, motivating way. | X |  |
| Excellent influencing and confident networking skills. | X |  |
| Good coordination and negotiation skills, with the capacity to build partnerships across organisations and bring people together to collaborate on approaches and activities. | X |  |
| Excellent understanding of interagency community engagement issues in emergencies contexts. | X |  |
| Sensitivity to challenging political contexts and understanding of risk management processes. | X |  |
| Fosters collaborative, transparent, and accountable relationships with partners. | X |  |
| Demonstrate accountability to partners and disaster & conflict-affected people and communities. | X |  |
| Commitment to being deployed at short notice to difficult environments. | X |  |
| Strong interpersonal skills and the ability to work well in a team. Diplomacy, tact and negotiation skills are essential. | X |  |
| Ability to use standard computer software packages for data collection, analysis and dissemination. | X |  |
| Commitment to humanitarian principles and action. | X |  |
| Experience of working in response to changing needs – flexibility to adapt to emerging research priorities and needs. | X |  |
| Able to capture learning and use it to make improvements in programming and operations. | X |  |
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| **Languages** | **Required** | **Preferred** |
| Fluently spoken and written English | X |  |
| Good command of another official language (e.g. French, Spanish, Arabic) |  | X |