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| **Job Title** | Community Engagement and Accountability Surge for Ebola preparedness operation Congo Republic (Risk communication and community engagement RCCE) |
| **Classification Level** | Surge deployment (end of mission – 30 December 2020) |
| **Immediate Supervisor’s Title** | Operations Manager & CEA Senior Officer Central Africa CCST |
| **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 Surge, 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 Community Engagement and Accountability (CEA) Surge will support the Congo National Society and IFRC operations teams to enhance the impact, reach and efficiency of emergency response operations through the integration and coordination of CEA activities and approaches. This includes participatory approaches, feedback systems, risk communication evidence-based advocacy.  At the early stages of the declaration of the new EVD outbreak in DRC, the RoC was alerted and assessed as being at high risk of importation. Preventive actions to reduce the likelihood of a possible epidemic in the country are ongoing including the launch of a Coordinating Committee for Ebola Preparedness and Response. RoC MOH, WHO and UNICEF have begun activities related to emergency assessment, epidemiological surveillance, case detection and management, and risk communication and community engagement.  The overall objective of the DREF operation launched by the IFRC is to support preparedness actions of the Congolese Red Cross by providing training to 122 volunteers and supervisors to conduct community awareness in order to prevent the spread of EVD and respond in the event of an outbreak in the country.  Thus the focus of the CEA Surge will be to ensure Red Cross volunteers are trained on the CEA approach and its tools to better support the implementation of RCCE activities within the operation ; support effective use of CEA approaches to foster community participation and feedback in all phases of the operation through mainstreaming different CEA techniques and activities across sectors. Contribute through behaviour change and social practices communication , to improving people’s knowledge and understating of the disease and encouraging the adoption of safe preventive health practices around the disease.  The CEA Surge will have a specific focus on supporting the setting up of a simple community feedback systems, ensuring communities are being heard and their views taken into account to improve on the preparedness operation. The role will also be expected to work closely with Operations Manager ensure all information and feedback from communities is effectively visualised, profiled within the operation, and used to inform strategic decision-making. |

**Role (Job Requirements)**

**Job duties and responsibilities**

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| 1. Ensure that the operation is implemented in accordance with the **Movement set of standards, policies and guidelines** relevant to CEA. 2. Supports the planning, rolling out and adaptation of **risk communications and CEA tools, methodologies, trainings and activities** based on the needs assessment and suitable to the local context and cultural practices. 3. Ensures quality, consistency and relevancy of community engagement activities and materials in relation to target audiences with focus on the most vulnerable. 4. Supports and ensures use across operations teams of the most relevant **social sciences research, impact surveys and perception data** (including social-cultural data, sources of vulnerabilities, community structures and power dynamics) to assess and monitor communities’ knowledge, attitudes and practices in relation to targeted behaviours and inform evidence-based risk communication and community engagement action. 5. Supports the setting up/strengthening of appropriate **feedback methods** and systems to gain a deeper understanding of the community feedback, including perceptions, beliefs, rumours and complains 6. Ensures feedback, community perceptions and insights **are regularly analysed and shared** with key operation teams and decision makers to inform course correction in the operation and bring about positive changes in communities. 7. Work with operation teams to ensure the **most vulnerable groups** have equal access to information channels and feedback mechanisms and participate in decision making processes 8. Designs and facilitates the training of staff and volunteers on essential CEA aspects, with focus on risk communications and community engagement in epidemic preparedness and response and feedback systems. 9. Guides teams to create opportunities for **communities voices to influence** local and at the national level decision making processes. 10. **Raises awareness on the importance** of risk communications and CEA with senior management, staff and volunteers through presentations, trainings and briefing sessions. 11. **Participates in relevant inter-agency coordination groups** and supports National Society’s engagement to ensure Red Cross Red Crescent community engagement efforts are coordinated and recognized. |

**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** |
| A university degree in social sciences/behavioural/communication sciences or equivalent experience | | X |  |
| CEA Training of Trainers | | X |  |
| **Experience** |  | **Required** | **Preferred** |
| 3 years of experience in a risk communications, social and behaviour change communication and CEA related role | | X |  |
| Experience in setting up and managing community feedback approaches and systems | | X |  |

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| Experience in delivering risk communication and community engagement capacity building, coaching, behaviour change communication training and developing local organizations’ staff and volunteers | 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 |

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| **Knowledge & Skills** |  | **Required** | **Preferred** |
| Good understanding of - or training in - current developments in the field of communication with communities, behavioural and social sciences, community engagement processes, strategic communication, research approaches | | X |  |
| Basic understanding of CEA issues in emergencies contexts | | X |  |
| Sensitivity to challenging political contexts and understanding of risk management processes | | X |  |
| Good analytical skills and knowledge of quantitative, qualitative and participatory research methodologies and analysis | | 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 French | X |  |
| Good command of English |  | X |
| Other languages: Lingala | X |  |