| Generic Job Description: Risk communication, community engagement and accountability, Senior Advisor/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 public 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.*

| Post Information | |
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| Job Title: RCCE Senior Advisor/Coordinator  Supervisor Title/ Level:  Organizational Unit: Programme Division  Post Location: Tbc | Job Level: |

| Background, Organizational Context and Purpose for the job |
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| Background: *Describe the emergency*  Risk communication, community engagement and accountability (RCCE) 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, RCCE 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 for Risk Communication and Community Engagement (RCCE) 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 RCCE approaches. It catalyses and accelerates expert driven, collaborative, consistent and localised RCCE support for governments and partners involved in the national response to emergencies and crisis. Job organizational context: This position is a dedicated inter-agency function reporting to the organization co-leading the national community engagement coordination group and working in close collaboration with other functions of the national RCCE working group (Information Management, Knowledge Management, technical RCCE expert etc.).  **Purpose for the job**  The position will be responsible for developing and coordinating a collective approach to Risk communication, Community Engagement and Accountability which promotes coordinated capacity building efforts , targeted guidance and collaborative technical support based on harmonised standard of practice, collective advocacy and rapid sharing of knowledge,, innovations and learnings. He/She ensures collective community engagement priorities are reflected throughout the humanitarian/preparedness and response plan and programme cycle, including leading resource mobilisation. The coordinator is responsible for coordinating activities across the response, through the facilitation of a community engagement technical working group and associated work plan. He/She represents the platform in relevant coordination fora (e.g. Pillars coordination platforms, IMST, HCT and ICCG, or equivalent), reporting on the priority community engagement issues and advising on appropriate courses of action, to enable decision-making. In addition, the coordinator advocates for the integration of community engagement approaches within public health and humanitarian operations and facilitates the development of joint planning, fundraising and common advocacy. |

| Key functions, accountabilities and related duties/tasks(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities) |
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| **Coordination**  Support the **convening, facilitation and coordination of the government-led Community Engagement coordination group (WG),** ensuring discussions are participatory, results oriented and well-documented. This entails (but is not limited to):   * Developing and regularly updating and adapt interagency community **engagement strategies and workplans (**as part of the response plan) based on the evolution of the emergency and crisis and community insights * Supporting government **to bring together all relevant health and humanitarian/non-humanitarian actors** working on community engagement, including traditional and non-traditional actors, to improve national/sub-national level collaboration and coordination of activities and map coordination capacities and roles and responsibilities of the main partners involved * Identifying key **RCCE challenges impacting the effectiveness** of the response and discuss common approaches to address them * Coordinating the identification of **gaps for social science research** including primary research, when necessary. * Engaging with the media at regional level to encourage responsible reporting, sharing of key health and humanitarian information and tackling the spread of rumours and misinformation. * Mapping **resource mobilization sources and opportunities** for engagement with donors to advocate for community engagement funding at country and regional level. * Developing and reporting on common **community engagement indicators** as part of the response monitoring framework. * **Represent the community engagement WG in relevant coordination fora,** reporting on the priority community engagement issues and advising on appropriate courses of action, to enable decision-making * **Support the community feedback sub-working group** (if one exists) efforts to collect, analyse and agree recommendations based on the trends in community feedback across agencies. Help to track actions taken and provide support to follow up where needed. * **Coordinate WG-related performance monitoring and recommend corrective action** where and when needed. * **Support the development of appropriate transition/preparedness strategies,** in partnership with/support of the government, including how coordination mechanisms will be sustained in the recovery/preparedness phase.   **Advisory and technical support:**   * Facilitate a **rapid self-assessment of current clusters/pillars community engagement practices** throughout the programme cycle to measure current performance against community engagement standards and commitments. * Coordinate the implementation of a **community engagement needs assessment** (if one has not been conducted), in order to understand community information needs, communities capacities, knowledge, practices, behaviours and perceptions. * **Provide technical advice and support to other pillars/clusters in the response** on enhancing risk communication, community engagement and accountability in their approaches and assessments efforts, including supporting them to address key recommendations arising from community feedback data and social science research. * Promote the **use and adaptation of existing community engagement tools and guidance** for national/sub-national implementation of coordinated community engagement approaches (including needs assessments, perceptions surveys, partners mapping, community feedback approaches etc) * Work with partners, to develop **demand-driven guidance/tools based on assessment of gaps**. * **Capture and document examples of best practices,** including community-driven approaches to response efforts. * Conduct a desk review of community engagement documentation relating to the response if one is not currently available and develop and manage a **repository of existing RCCE** materials and resources that promote practice that ensures integration/implementation of Community engagement standards and principles in the response. * Working with the Information Management Officer and Working Group members, support the **compilation of, and regularly updated of 4Ws** (Who does What, Where and When) mapping, with inputs from * Working with the Information Management Officer, catalyse support and expertise to develop a process of **aggregating the analysis of community feedback** provided by organisations to deliver an overview of priority concerns and issues of the community. Seek inputs from cluster/sector leads and other decision-makers to ensure the output reflects their information needs.   **Capacity-Building:**   * Support a rapid capacity needs assessment among community engagement partners and develop targeted capacity-building and training initiatives * **Coordinate joint capacity building exercises** to address specific gaps identified.   **Partnership and Representation:**   * Catalyse and accelerate collaboration between a wide range of **organisations engaged in policy, practice and research** to increase the scale, quality and consistency of community engagement approaches * Actively promote **civil society and local actors’ membership** in the coordination structures – where possible helping broker partnerships with international actors. * **Advocate for action on community engagement priorities across the response**, including community feedback and social science research, with the response leadership and to the wider humanitarian leadership structure in order to improve overall effectiveness and accountability of the response * **Ensure strong representation of** community engagement needs and priorities in relevant multi-sector coordination forums * **Advocate, educate, and forge consensus among all those involved in the emergency response**, on the tools and approaches for establishing effective community engagement. * **Engage donors to provide updates** on current issues and community concerns, including plans to improve overall response-wide RCCE. |

| QUALIFICATIONS |
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| **Education** | **Required** | **Preferred** |
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| Advanced university degree (master's degree or equivalent degree) in political science, behavioural/social sciences, international studies or a related field is required. | X |  |
| **Experience** | **Required** | **Preferred** |
| Experience in project management | X |  |
| Demonstrable technical experience (7 year+) in risk communications, social and behaviour change communication and community engagement and accountability in epidemics and other humanitarian emergencies | X |  |
| Demonstrable experience in coordinating multi-stakeholder working groups to achieve common goals in humanitarian settings, in particular in developing and implementing community engagement strategies. | X |  |
| Experience in building consensus and brokering partnerships | X |  |
| Experience facilitating participatory approaches is highly desirable. | X |  |
| Ability to work collaboratively as part of a team in a challenging and highly fluid environment, flexibility and the ability to handle constant change. | X |  |
| Proven ability to live and work in challenging physical conditions. | X |  |
| Experience with the UN or an international organization or NGO | X |  |
| Experience of working with UN Humanitarian Coordination Teams, clusters and health emergencies coordination systems |  | X |
| A good understanding of information management (including data flows, protection and analysis), as well as qualitative and quantitative data collection methods |  | 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 |  |
| Good coordination and negotiation skills, with the capacity to build partnerships across organisations and bring people together to collaborate on RCCE approaches and activities | X |  |
| Advanced analytical and problem-solving skills, able to identify key challenges and humanitarian needs and bring partners together to address these and design a coordinated and effective response | X |  |
| Sound knowledge of institutional coordination structures, mandates, policies and guidelines pertaining to humanitarian affairs and public health emergency response, and knowledge of the institutions of the UN system and key partners | X |  |
| Strong interpersonal skills and the ability to work well in a team. Diplomacy, tact and negotiation skills are essential. | X |  |
| Excellent project management skills, able to work under pressure and manage multiple projects simultaneously, to a high standard and to deadline | 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 (French, Spanish or Arabic) |  | X |