

| **Job Title** | CEA Delegate |
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| **Classification Level** |  |
| **Organizational Unit / Duty Station** | IFRC country office DRC |
| **Immediate Supervisor’s Title** | MomodouLamin Fye |
| **Technical Manager’s Title** | Senior advisor, Community Engagement and Accountability, IFRC Africa Region |
| **Number of Technical Reports** | 0 |
| **Number of Direct Reports** | 0 |
| **Number of Indirect Reports** |  |

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

| 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.  The IFRC and the DRC Red Cross, with the support of the US Centres for Disease Control and Prevention (USCDC), have established a system to systematically collect, analyse and act on community feedback relating to the Ebola operation in Eastern Congo. So far more than 900,000 comments from community members have been recorded by Red Cross volunteers and added to a central data base. The feedback data is coded and analysed locally and presented to humanitarian responders working on the different pillars of the Ebola operation on a weekly basis. The intention is to make this information available to all responders to encourage its use for operational decision making – a priority that the Red Cross in the DRC continues to pursue.  The DRC Red Cross, with support from the International Federation of Red Cross and Red Crescent Societies (IFRC) and funding from USAID, have been helping communities prepare for and prevent the spread of diseases as part of the IFRC’S Community Epidemic and Pandemic Preparedness Programme (CP3). Active since 2017, the Programme strengthens the ability of communities, National Societies and other partners in eight target countries to prevent, detect and respond to disease threats and play a significant role in preparing for future outbreaks.  A project funded by USCDC will take the lessons learned from the Ebola operation in eastern Congo and apply a systematic community feedback system to inform messaging and operational decision making. This project would therefore fill an important gap and strengthen both country programmes at a critical time, using important lessons learned and best practice approaches recently acquired by the IFRC Network in eastern Congo responding to Ebola. The project’s objectives are to strengthen the capacity of the Red Cross of the Democratic Republic of the Congo (DRC) to systematically collect, analyse and use community feedback related to infectious diseases, as well as to enhance current risk communication and community engagement efforts through expanded use of mass communication, including radio and social media. |
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**Job purpose**

| The CEA delegate will be responsible for strengthening the capacity of the Red Cross of the Democratic Republic of Congo to collect community feedback in relation to infectious disease outbreaks and use a range of communication channels to engage communities on these topics. The delegate will manage the implementation and management of the USCDC funded-project across the different provinces, programmes and emergency response operations in DRC, ensuring a consistent and coordinated approach. |
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| **Build the capacity of the Democratic Republic of the Congo (DRC) Red Cross to systematically collect, analyse and use health related community feedback by:**   * Support the recruitment and training of CEA & IM officers within DRC RC, including providing ongoing supervision and mentoring to these roles. * Design and roll out training of trainers’ courses on community engagement and feedback mechanisms to staff at the national and regional level, building on existing training materials developed within the Ebola operation. * Lead the process to establish community feedback mechanisms in new areas, building on lessons learned from the system in Eastern Congo and engaging all relevant teams in the process. This includes establishing systematic processes for the collection, recording, analysis and reporting of feedback data and trends that ensure communities’ questions, suggestions and rumours around infectious diseases are addressed and inform operational and programmatic decision making. * Build the capacity of staff to produce their own community feedback reports, including data analysis and presentations. * Support the National Society to establish processes to ensure feedback reports are shared and discussed internally at programme, operation, and leadership level and externally with relevant partners, including UN and Government. This includes providing recommendations for action and advocating for changes based on feedback findings. * Establish a system to track operational decisions and actions taken based on the community feedback and is reviewed on a regular basis to make sure community feedback is addressed. * Ensure community feedback information and actions taken are shared and discussed with volunteers and communities.   **Risk communication and community engagement efforts in the Democratic Republic of the Congo (DRC) are enhanced through expanded use of mass communication:**   * Design, plan and support the implementation of an assessment to identify the most trusted and reliable communication channels. * Lead the process to develop a communications plan including a strategy on how to respond to community feedback, the use of appropriate communication channels and innovative ways to communicate with communities. * Support the teams to develop content responding to community feedback for the use in different kinds of communication channels is produced on a regular basis.   **Coordination:**   * Ensure a consistent approach to the roll out of feedback mechanisms and communication approaches across the different provinces and contexts, i.e. emergency response operation and the long term epidemic preparedness CP3 programme. * Organise regularly coordination meetings and facilitate the sharing of learning, tools, guidance and resources across the different IFRC and National Society teams and locations. * Organise support and peer learning visits between teams working on the EVD operations in the eastern DRC and Equateur, with DRC RC staff in Kinshasa and other provinces to build on lessons learned in the EVD response. * Ensure coordination with the regional CEA and IM teams, the CP3 team as well as the EVD operation leadership.   **Project management:**   * Manage the project budget including ensuring are being used as agreed with US CDC. * Ensure high quality and timely monitoring and reporting to US CDC including providing monthly updates and attending monthly coordination calls. * Develop case studies that document lessons learned, best practices and impact of the project in DRC and translate these into trainings, practical tools, and guidelines for use across Africa. * Represent the IFRC in external meetings and events with partners, building the reputation of IFRC as a lead actor in CEA and community feedback. * Build strong internal and external relationships with key partners, including the National Society, ICRC, partner National Societies, UN agencies and other NGOs. * Present on the work taking place in DRC in global meeting and events. |
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**Job duties and responsibilities**

**Duties applicable to all staff**

| 1. | Actively work towards the achievement of the Federation Secretariat’s goals |
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| 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 |

**Position Requirements**

| **Education** | | **Required** | | **Preferred** | |
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| University degree (master's degree or equivalent degree) in community development, political science, behavioural/social sciences, international studies or a related field, or relevant experience is required. | | X | |  | |
| **Experience** |  | | **Required** | | **Preferred** |
| Demonstrable technical experience (3 year+) working on community engagement and accountability for a humanitarian or development organisation, preferably in response to epidemics. | | X | |  | |
| Proven experience in planning targeted and appropriate behaviour change communication strategies. | | X | |  | |
| Experience in setting up and managing community feedback mechanisms, including analysis of qualitative data. | | X | |  | |
| Experience setting up and managing tools for communicating with communities. For example, radio programmes, TV shows, SMS systems, community committees, social mobilisation or mobile cinemas and community dramas etc. | | X | |  | |
| Experience of working with international organisations and/or National Societies to develop strategies and build long term capacity and create ownership | | X | |  | |
| Experience of planning and delivering training and awareness sessions to staff and volunteers at all levels | | X | |  | |
| Project management experience, including developing plans, budget management, monitoring, reporting, and donor relations. | | X | |  | |
| Experience of designing and implementing assessments, community consultations, research, perception studies and/or focus groups discussions. | |  | | X | |
| Experience working with Red Cross/Red Crescent National Societies. | |  | | X | |
| Experience responding to humanitarian emergencies, complex crisis or conflict situations. | |  | | X | |
| **Knowledge and Skills** | | **Required** | | **Preferred** | |
| Good planning skills, with the ability to identify areas for improvements in operations through the integration of CEA approaches and activities. | | X | |  | |
| Excellent interpersonal, communication and networking skills, able to effectively sell an idea to staff and volunteers at all levels, creating buy-in and ownership | | X | |  | |
| Good coordination skills, with the ability to work with and engage people across multiple countries and cultures, both in person and remotely. | | X | |  | |
| Highly motivated proactive self-starter, able to set and achieve goals using own initiative. | | X | |  | |
| Strong written, presentation, facilitation and training skills. | | X | |  | |
| Ability to multi-task and work under stressful conditions to meet deadlines. | | X | |  | |
| Good knowledge of Red Cross Red Crescent process and procedures. | |  | | X | |
| **Languages** | | | **Required** | | **Preferred** |
| Fluently spoken and written English and French | | X | |  | |
| **Competencies (to be filled in by HR)** | |  | |  | |
| Professionalism  Communications  Collaboration and teamwork  National Society and customer relations  Building alliances  Accountability  Creativity and innovation | | | | | |

**Sign off by Line Manager**

| Name: |  | Signature: |  | Date: |
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**For internal use only**

| Classified by: | Date: |
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| Approved by the Job Classification Committee: | Date: |
| Approved salary scale: |  |