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| **Job Title** | Community Engagement and Accountability / Information as Aid Officer |
| **Location** | [to be defined] |
| **Immediate Supervisor’s Title** | Head of Livelihoods Unit |
| **Technical Manager’s Title** | Head of Community Engagement and Accountability Unit |

**JOB DESCRIPTION**

Duties

**JOB PURPOSE**

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| [National Society], with technical support of the Spanish Red Cross (SpRC) and other partner National Societies (PNS), has developed a Livelihoods Plan to help the unemployed to restore their livelihoods. URCS will run 'Activation Points' providing information on access to compensation, employment, and social protection aid; job guidance; professional training in new technologies for the social reintegration of people with disabilities; rapid vocational and skills training itineraries to enhance access to employment; and internships in local companies. Activation Points will also support micro business with grants and consultancy services, which will include skills development, business support, training on digital marketing, small grants and access to networks and markets.  In terms of Livelihoods Programming, the [National Society] Branch CEA/Information Officer as Aid will be responsible for providing information about the support offered by the branch to persons demanding help or information to find a job, protecting/recovering their livelihoods or starting a new business. Along the implementation of livelihoods activities, it is necessary to ensure that all vulnerable groups participating in the programs are actively and respectfully included in all aspects of their pathway to employment or entrepreneurship and that service standards to persons served reflect funding, organizational, and legal expectations. He/she will also help strengthen and roll out approaches to CEA within the Branch, including supporting other staff and volunteers to ensure communities are informed, can participate, and provide feedback and complaints to [National Society].  The role will sit at the Branch and work under the direct supervision of [National Society] Livelihoods Programmes’ lead and under the technical supervision of the [National Society] Head of CEA. |

**JOB DUTIES AND RESPONSIBILITIES**

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| The CEA/Information as Aid Officer for Livelihoods Programming at the [National Society] Branch will be responsible for:   * Coordination with CEA/Information as Aid officers in other branches providing livelihoods assistance. * Provision of information on the Livelihoods projects implemented by the branch. * Delivery of information and contact details of the most relevant resources for job seeking and support to micro entrepreneurship existing at local level. * Reception of feedback and complaints from the people receiving livelihoods support. * Referrals of participants to the next Group Information Session on the Local Labour Market organized by the branch. * Entering persons’ contact data in the list of participants of the next Group Information Session on the Local Labour Market organized by the branch. * Under request, registration of appointments for initial interviews or individual guidance sessions with labour counsellor(s) and for CV writing support. * Mapping the services related to employment and micro-entrepreneurship present in the region and keep it updated and available to project beneficiaries. * Use of monitoring tools that allow personnel running the activity to identify operational problems and report these problems and the potential suggestions for improvements to the project coordinator. * Ensuring a good level of engagement with communities during branch activities, programmes, and emergency response operations, including:   + Ensuring assessments are carried out with respect for the community and capture a thorough understanding of the context, peoples’ needs and priorities, and most appropriate approaches for community engagement.   + Branch activities are designed with the involvement and input of community members, including men, women, boys, girls, and any marginalized groups.   + Sharing information about the National Society, the branch, and its activities with community members, using the best approaches to reach different groups.   + Involving community members in planning and delivering branch activities, for example through community committees and meetings.   + Helping to set up and manage community feedback mechanisms, including ensuring all feedback is shared with the Branch and the CEA Unit at the HQ, and communities receive a response.   + Collect and listen to volunteers’ feedback about what is happening in communities and discuss how this can be acted on.   + Discuss how branch activities can be adapted and improved, based on community feedback and monitoring data * Provision of trainings and support to volunteers to strengthen CEA within their work. * Acting as the link between the branch and the CEA Unit at the HQ, sharing information about CEA approaches and helping to roll out URCS CEA plans, policies, and approaches within the branch. * Supporting monitoring of CEA approaches within the branch, including sharing data with the branch manager. * Coordination of branch CEA activities with local authorities and other stakeholders. |

POSITION REQUIREMENTS

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| Experience   * Experience working with vulnerable communities or affected populations, for example, on community development, social work, communications, or a related discipline. * Experience in participatory research methods, field research, and desk research. * Experience working for the Red Cross Red Crescent Movement. (***preferred***) * Experience in an international humanitarian or development organization. (***preferred***)   **Knowledge and Skills**   * Knowledge of the branch and oblast. * An understanding of monitoring and reporting. * Excellent communication skills, both written and verbal, with the ability to interact effectively with diverse audiences. * Good level of computer skills including email and internet use. * Awareness of online local resources, services and online job platforms and knowledge of job application processes of each resource.   **Languages**   * Good command of English (**preferred**).   **Competencies**   * Communication, facilitation, and listening skills. * Respect for diversity * Integrity * Empathy * Accountability |