

SAMPLE TERMS OF REFERENCE

Humanitarian Liaison Officer

SCOPE OF WORK

This profile provides a crucial liaison function for two-way communication flow between affected communities and humanitarian actors. The officers participate in relevant humanitarian coordination forums to relay concerns, questions, feedback or requests gained from disaster affected communities to relevant humanitarian actors in order for them to take action.

The Humanitarian Liaison Officer (HLO), deployed initially up 3 months with possible extension, will contribute to the inter-agency emergency response in the following capacities:

1. REPRESENTATION AND ADVOCACY

- Represent the coordination and liaison work of the Communicating with Disaster Affected Communities (CDAC) Network and actively participate in all relevant humanitarian coordination fora (i.e. cluster meetings, Inter-cluster Coordination) to identify critical information needs for affected populations and to provide feedback on relevant production content;
- Strengthen collaboration between different agencies and members of the humanitarian architecture, including but not limited to the national government, relevant cluster leads, and UN partners.
- Advocate for the importance of establishing two-way communication mechanisms with affected populations and follow up mechanisms.

2. KNOWLEDGE SHARING

- In coordination with the CwC Research/Monitoring & Evaluation Officer (if deployed), ensure that feedback gained from CwC activities is made available to humanitarian organisations (i.e. brief presentations at cluster meetings, inter-cluster coordination, Humanitarian Country Team, social media...), and government officials, as required.
- Understanding national response capacities and coordination mechanisms, advocate, educate, forge consensus and support operational response mechanisms amongst a variety of humanitarian stakeholder on the vital importance of establishing a two-way communication flow with affected communities and the CDAC Network humanitarian media response and services.
- Maintain and update a database with all the relevant contacts (i.e. spokespersons and focal points) from the different organisations and government departments involved in humanitarian response.
- Compile regular situation reports on the outputs and activities of the coordination and liaison effort on CwC and the overall emergency response for internal and external use.
- Any other duties as required.

QUALIFICATIONS

Required

- Fluency in spoken and written English. A second language will be an asset, depending on the type of emergency.
- Very good working knowledge of the mandates and modalities of the international humanitarian sector including the UN cluster system.
- Extensive experience working in relief operations in challenging environments.
- Significant experience using media and communications in humanitarian emergency responses. Excellent interpersonal and networking skills and the ability to liaise authoritatively with figures from the humanitarian community, local media, local government and army, and other relevant actors, when required.
- Interest in and familiarity with new media and new digital applications for citizen journalism and information access.
- Excellent communication and reporting skills, both written and oral.
- Willingness to work in demanding, stressful, and, at times, dangerous situations under difficult living conditions with respect for basic security rules.
- An understanding of the vision/mission, core values and objectives of the CDAC Network and CwC approaches.
- Psychological resilience and a sense of humour.
- Relevant university degree.

Desirable

- Fluency in at least one other language used widely in emergency situations (i.e. Arabic, Bahasa, French, Kiswahili, Pashto, Portuguese, Russian, Spanish, and Urdu) is particularly desirable. Fluency in Farsi, Hindi or Bangla will also be a distinct advantage.
- Previous experience working with a UN agency, a media development organisation or a humanitarian NGO.