

SAMPLE TERMS OF REFERENCE

Humanitarian Communication Experts and Trainers

SCOPE OF WORK

The Humanitarian Communication Experts and Trainers positions cover a range of technical positions that, in their specific roles, facilitate communication with communities, communication among people affected by disaster, and communication with humanitarian responders. These experts will have demonstrated know-how in a variety of communication tools and approaches, including radio and video production, print and digital media, ICT for emergencies, and experts in consultations with communities. In addition to knowing their trade, these experts will also be capable trainers who can strengthen local communication capacity within communities and with external audiences.

These technical experts, initially deployed up 3 months with a possible extension, will contribute to the inter-agency emergency response in the following capacities:

1. CONTENT PRODUCTION OF LIFE SAVING INFORMATION

- Lead and support the production of high quality humanitarian radio and/or TV programs covering key themes, including but not limited to, humanitarian services available to affected communities, registration process, health care, access to education, family welfare, protection, safety and others (depending on the nature of the emergency). When appropriate, create content in print format that bridges the gap between affected communities and responders.
- Regularly define story ideas for production as required (e.g. sourcing stories and information from different stakeholders and assisting production team in arranging interviews; helping with the production when necessary; and arranging logistics and meetings/visits for the production team, as required).

2. DISTRIBUTION OF HUMANITARIAN NEWS

- In collaboration with other relevant team members (Humanitarian Liaison Officer and or CwC Coordinator), ensure that communication and information products are widely distributed through a variety of channels (social media included) and that humanitarian responders regularly provide content, make themselves available for interviews and participate in panel discussions if and when appropriate.
- In coordination with the Humanitarian Liaison Officer, liaise with humanitarian agencies for the production of humanitarian news and information to disseminate important messages, news and information for affected communities (e.g. regarding food/water/shelter material distribution points, medical facilities and mobile media clinics, registration processes, announcements, etc.).

3. INFORMATION MANAGEMENT AND COMMUNITY ENGAGEMENT

- Oversee the design of a system for tracking humanitarian information flow, mapping information needs and gaps, enabling community engagement and setting up feedback and follow up mechanisms. Organize consultations with community members and community leaders to identify

outstanding humanitarian needs, solutions and perceptions about the response. Facilitate dialogue between communities and responders through the coordination of vital information and the use of appropriate communication channels.

- Maintain and update a database with all the relevant contacts (i.e. spokespersons and focal points) from the different organizations and government departments involved in humanitarian response and any effort in communicating with communities.

4. TRAINING OF LOCAL JOURNALISTS IN HUMANITARIAN COMMUNICATION

- Design, implement and oversee all aspects of a regular training and mentoring program for local reporters working with select CDAC Network agencies on the ground (one or more) on humanitarian reporting and with reporters from local media organizations, as required.
- Work closely with the national government media (public broadcaster) to strengthen capacity, plan trainings, and provide balanced coverage.

QUALIFICATIONS

Required

- Fluency in spoken and written English. Familiarity with a second language will be an asset, depending on the type of emergency and cultural context.
- A minimum of 5 years of applied work in whatever field of expertise the expert is being recruited for (Radio production, ICT for Emergency, print media, stakeholder engagement and consultations) with proven ability to deliver high quality programs that enhance two-way communication systems.
- Very good working knowledge of the mandates and modalities of the international humanitarian sector including the UN cluster system.
- Proficient in use of digital field recording equipment, basic studio equipment and software, such as Adobe Audition, CoolEdit Pro and/or similar packages (depending on technical expertise that the specific deployment requires).
- Interest and familiarity with new media and new digital applications for citizen journalism and information access.
- Experience in facilitation and training using hands-on participatory approaches.
- 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 Communicating with Disaster Affected Communities (CDAC) Network).
- 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 in relief operations in challenging environments.
- Knowledge of citizen journalism and familiarity with ways to leverage social media will be an asset, as will knowledge and experience of mapping and crowd-sourcing and mobile technology software.