Communicating with Communities (CwC) Coordinator

SCOPE OF WORK

The Communications with Communities Coordinator will lead a cross-cluster Communications with Communities Technical Working Group in support of the Humanitarian Country Team (HCT) and Inter-Cluster Coordination (ICC). The Working Group seeks to bring together all actors working in the CwC sector and is expected to provide technical guidance on communications with communities work to clusters, agency partners, and Government (where feasible). The CwC Coordinator is expected to be deployed initially for up to four to six weeks with a possible extension of several months and will contribute to the CwC Working Group in the following capacities:

1.   FACILITATION AND COORDINATION

- Working with government partners (where feasible), CDAC Network members and other relevant humanitarian actors, initiate, convene, facilitate and coordinate a CwC Working Group ensuring it is well managed and results-oriented through the production of relevant information products informed by community perspectives where possible and required.

2.   THOUGHT LEADERSHIP

- Provide strategic vision and leadership in the assessment, design, implementation, scaling up/down and evaluation of needs assessments and projects on communicating with communities.

- Facilitate all activities undertaken by the group, initiating them when necessary, including needs assessments, multi-agency/sector information campaigns and collective advocacy, with a view to building a coherent multi-sector strategy and network of partners working in this area.

- In partnership with the government (where feasible), work on the design of appropriate transition strategies for the group including how coordination mechanisms and membership will change during the transition from the emergency to recovery and develop and implement an exit strategy.

3.   REPRESENTATION AND ADVOCACY

- Ensure voices from communities are fed back into projects and policy and advocacy work at both cluster and humanitarian leadership level.

- Serve as the main entry point for government (where feasible) and national partners, private sector and telecommunication groups to all international actors working on communications with communities.

- Participate in relevant humanitarian coordination fora (i.e. ICC), identify gaps and strategize with partners on how to address critical information sharing gaps.

- Advocate, educate, and forge consensus among all those involved in the emergency response (i.e. local government, civil society, donors, INGOs, military/peacekeepers and private sector) on tools and approaches for establishing effective two-way communication with local communities.

4.   STRATEGIC DEVELOPMENT AND TECHNICAL SUPPORT

- Facilitate and coordinate needs assessments and analysis related to CwC in coordination with Inter-Agency Needs Assessment, REACH Initiative and ACAPS. This includes also the assessment of local media infrastructure, their current operational conditions, equipment, training and resources needed. Include the assessment of access to mobile phones, Internet, social media, and traditional forms of communication (e.g. participatory theatre, storytelling, music, dance etc.) that may be culture and context specific, including the "level of trust" of those channels. Factor in the access to information among more vulnerable groups like women, youth, elderly and people living with disabilities.

- Lead the group's sector-specific needs-gaps analysis and facilitate the development of multi-sector strategies and tools to address them.

- Seek out and facilitate potential partnerships among humanitarian responders that want to engage communities in crisis.

- Initiate and manage web platforms where necessary (including space on CDAC-Network and OCHA websites such as Humanitarian Response) to share all relevant materials.

- Provide technical support to clusters and agencies on best practice in design and implementation of communications work targeting affected communities.

- Provide technical support to other Humanitarian Communications Specialist (if deployed).

5.   LIAISON WITH LOCAL MEDIA AND MEDIA DEVELOPMENT ORGANISATIONS

- Pro-actively engage with international media assistance organizations (i.e. Internews, BBC Media Action, IMS) and relevant local media groups to forge a coordinated and coherent strategy to engage and support local media (i.e. assessments of local media, emergency broadcasting, content production, media assistance and training programs).

6.   MONITORING & EVALUATION

- Work with partners (with support from CDAC Network) on developing an appropriate M&E framework for the Working Group and ensure it is implemented. Make adjustments to the overall strategy and programming as appropriate. Advocate for capture of experiences, lessons learned and successful initiatives.

7.   HUMANITARIAN FINANCING

- Ensure all fundraising efforts by group members are coordinated and based on an adequate evidence base and gaps analysis and support group members in fundraising for the activities they propose.

- Ensure CwC as a sector is considered in HCT Strategic Response Plans and relevant funding appeals. This includes working with OCHA to ensure CwC is included in relevant narratives (i.e. alongside AAP in cross-cutting issues), as well as supporting partners with developing CwC proposals appropriate for inclusion.

8.   REPORTING

- Produce regular updates, summarizing progress, achievements and identifying gaps and challenges covering all activities concerning communications with affected communities. Provide input into OCHA Situation Reports and other information products where relevant.

9.   MISCELLANEOUS

- Perform other job-related duties as necessary.

QUALIFICATIONS

Required

- Excellent interpersonal and networking skills and the ability to liaise authoritatively with representatives from the humanitarian sector, local media, local government and armed forces, and other relevant actors, when required;

- Fluency in spoken and written English. A second language will be an asset (this varies according to the emergency response context and language needs on the ground);

- 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;

- Understanding of information and communication flows in-country and within humanitarian agencies (context-specific);

- Interest in and familiarity with media development organizations, new media and digital applications such as mapping 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;

- Ability to be a team player, stay calm, use sound judgment and to liaise with security officials of humanitarian agencies and embassies in crisis situations to assess risk level;

- An understanding of the vision/mission, core values and objectives of the CDAC-Network and its member agencies;

- Ability to work independently as well as part of a diverse and multicultural team. Psychological resilience and a sense of humor are essential; and

- Relevant university degree (media, journalism, communications, international relations, history, human rights and/or humanitarian law degree).

- Fluency in at least one other language used widely in emergency situations (i.e. Arabic, Bahasa, French, Kiswahili, Pashto, Portuguese, Russian, Spanish, and Urdu) will also be a distinct advantage;

- 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; and

- Previous humanitarian programming experience is a plus, especially if it involved working directly with communities, setting up communications systems to promote self-expression and/or to participate in the national socio-cultural and political conversations held in a given country.