Note: this terms of reference provides indicative activities and responsibilities based on the most common accountability to affected populations (AAP)/communication and community engagement (CCE)[1] support needs during a crisis. Before recruiting against this TOR, the content must be contextualised based on leadership structure, practical needs and realities on the ground, and in-country accountability and community engagement developments already in place.

Job title: **Technical Officer, AAP/Communication and Community Engagement**

Level: **P2/P3** (or equivalent)

Summary: The AAP/CCE technical officer provides support assessing current AAP/CCE practices, as well as developing and implementing AAP/CCE strategies within agencies and across the humanitarian operation. This includes both stand-alone initiatives and campaigns, as well as integrating AAP/CCE as an approach within the agency's humanitarian operations, and external coordination with relevant actors and coordination bodies.

Reports to: Head of programmes, or equivalent designated authority within the agency.

Engages with: Agency staff, partners, AAP/CCE coordination platform. Collaborating closely with agency programmes, in particular the protection, PSEA, gender, and inclusion focal points and other people-centred, cross-cutting issues. Also with agency operations and support services.

Responsibilities

Advisory and technical support:

➜ **Conduct a rapid assessment of current agency AAP/CCE practices throughout the programme cycle** to measure current performance against global commitments (for both programmes and operations). Depending on the operational modality and context, the performance of implementing partners could also be assessed. This process could use the IASC Commitments on Accountability to Affected Populations, the Core Humanitarian Standard, or agencies' own internal frameworks as benchmarks.

➜ **Assess the impact of current agency accountability practices, from the community's perspective**, through focus group discussions and interviews where possible, depending on access to the communities; otherwise through other, non-face-to-face methods. Particular attention should be paid to vulnerable, or traditionally marginalised groups.

➜ **Document context-specific good AAP/CCE practices within agency programmes**, to enable replication by other programmes.

➜ In the absence of relevant secondary data, **conduct a community engagement needs assessment** to understand community information needs, communications

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1 This field of work has many different titles e.g. 'accountability to affected populations', 'communication and community engagement', etc. However, regardless of the terminology, it refers to a set of activities that help put communities at the centre of humanitarian response, by integrating communication and participation throughout the programme cycle.

preferences, languages spoken and understood, community dynamics, social norms, cultural beliefs, superstitions and other anthropological factors that could impact programmes. Questions can be adapted from the [IASC-endorsed menu of AAP questions](#).

➔ **Develop a context-specific agency action plan to improve AAP/CCE performance**, based on operational modalities, community preferences and global best practice that has clear deliverables, indicators and timeframes to enable a timely marked improvement in AAP/CCE performance, with a focus on closing the loop and providing feedback to the community about how their views and inputs were used.

➔ **Identify additional resources** (human, financial, technical, etc.) **needed to implement the AAP/CCE plan** and explore options to mobilise these.

➔ **Monitor the implementation of the action plan**, including assessing impact from communities' perspective, to enable course corrections as needed.

➔ **Regularly provide analysis of feedback collected by different programmes to identify trends in community perspectives and priority issues**. Advocate with programmes to act on the feedback and make programme changes and course correction as needed.

➔ **Provide on-call technical advice for agency staff and partners** on AAP/CCE-related issues.

Coordination:

➔ **Convene an internal cross-sector group to share AAP/CCE experiences**, develop common tools, and agree internal referral pathways for community feedback and resolution protocols.

➔ **Participate in interagency AAP/CCE coordination mechanisms** and actively share planned information campaigns, findings from AAP/CCE assessments, analysis of community feedback, or monitoring of community engagement strategies to enable shared learning.

➔ **Support the internal AAP/CCE group's information management functions** by enabling a common system to share, aggregate and analyse community feedback to identify trends and priority issues.

➔ **Ensure processes are in place for referring community feedback to relevant sector leads or managers**, so that such feedback can be resolved – including reporting back to communities, or 'closing the feedback loop'.

Information Management

➔ In conjunction with technical experts within the organisations, **analyse the findings of the communication community engagement needs assessment.**

➔ **Identify appropriate AAP/CCE indicators to measure organisational performance** (ideally the same indicators as the AAP/CCE WG, where possible) that can be used within internal monitoring frameworks.

Generic Terms of Reference: Technical Officer, AAP/Communication and Community Engagement – P2/P3

→ Support the internal AAP/CCE group's information management functions by e**nabling a common system to share, protect, aggregate and analyse community feedback to identify trends and priority issues**.

→ **Ensure there is a process in place for referring community feedback to relevant sector leads or managers, for that to be resolved and including reporting back to communities, or 'closing the loop'.**

→ **Provide analysis of feedback collected by different programmes/sectors within the organisation, to identify trends in community perspectives and priority issues** – enabling programme changes and course correction as needed

Representation:

→ **Serve as a primary focal point within the agency on AAP/CCE-related issues** and be able to provide a summary of current practice within the agency and community feedback about programmes.

→ **Ensure a high profile for community feedback, concerns and priorities** during internal meetings and planning processes.

→ **Develop and support advocacy initiatives being informed by affected people** and the elevation of affected people's voices through advocacy efforts

→ **Provide advice and support to agency partners on AAP/CCE issues and approaches.**

Capacity building:

→ **Assess the priority skills gaps and learning needs relating to AAP/CCE within the agency and partners**. This should include frontline workers and volunteers and 'support' staff such as HR, administration, security, etc., who all have a role to play in improving the accountability of the agency.

→ **Design and implement a capacity building strategy to build the knowledge of, and commitment to AAP/CCE approaches within agency staff and partners**.

→ **Develop context-specific capacity building materials by contextualising global and/or national tools.**

→ **Identify opportunities to integrate AAP/CCE elements into existing training** and tailor content to target the specific audiences.

Collaboration with the PSEA initiative:

Coordinate closely and collaborate with the agency PSEA Network focal point to:

→ **Develop a harmonised approach to the participatory development and promotion of a complaint response mechanism**, including for sensitive issues, which builds on assessed community preferences.

→ **Design a context-appropriate community engagement strategy for the agency** that informs the community of the code of conduct for aid workers, their right to provide feedback, the support provided to survivors of SEA and the risks of SEA.

Generic Terms of Reference: Technical Officer, AAP/Communication and Community Engagement – P2/P3

- ➜ **Collaborate on an awareness raising/sensitisation campaign for staff and partners** on the issues relating to AAP/CCE and PSEA.
- ➜ **Ensure that there is regular feedback to the community about how complaints are handled** and what the outcomes were, to help build trust in the system.

Potential deliverables (to be contextualised and priority deliverables agreed):

- ➜ An assessment of current agency AAP/CCE practice.
- ➜ A community engagement assessment of communities to understand community information needs, communications preferences, community dynamics, social norms, cultural beliefs, superstitions and other anthropological factors that could impact programmes.
- ➜ An agency action plan to improve performance on AAP/CCE, across both programmes and operations.
- ➜ Regular community feedback analysis reports.
- ➜ An agency AAP/CCE capacity assessment.
- ➜ Capacity building materials and agency capacity building strategy.
- ➜ Joint AAP/CCE and PSEA work plan.
- ➜ Analysis of community feedback to identify trends.
- ➜ Awareness-raising materials on the importance of AAP/CCE.

Experience

- ➜ 3-5 years' experience in the humanitarian sector with significant experience working on AAP/CCE in the field.
- ➜ Demonstrable experience in developing and implementing community engagement strategies in humanitarian contexts.
- ➜ An experienced trainer with experience delivering sensitisation and capacity building sessions at different levels, within diverse multicultural teams.
- ➜ A good understanding of information management (including data flows, protection and analysis), as well as qualitative and quantitative data collection methods.
- ➜ Fluency in French or English is required, knowledge of local languages is highly desirable (if not essential, depending on the context).
- ➜ Experience facilitating participatory approaches is highly desirable.
- ➜ Ability to work collaboratively as part of a team in a challenging and highly fluid environment, flexibility and the ability to handle constant change.
- ➜ Proven ability to live and work in challenging physical conditions.
- ➜ Advanced university degree (Master's degree or equivalent degree) in political science, social science, international studies or a related field is required. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Generic Terms of Reference: Technical Officer, AAP/Communication and Community Engagement – P2/P3

Competencies

Core values:
- ➔ Integrity
- ➔ Professionalism
- ➔ Respect for diversity

Competencies and behavioural indicators as per Standby Partnership requests:
[use this section if deploying through the Standby Partnership and delete the 'UN Core Competencies' section]

- ➔ **Client orientation:** considers all those to whom services are provided to be 'clients' and seeks to see things from clients' point of view. Behavioural indicators could include:
    - ◆ Displays strong organisational and situational awareness of current AAP/CCE practice and tailors advice accordingly.
    - ◆ Strategically offers advice to enable clients to meet existing commitments and to help deliver on accountability frameworks.
    - ◆ Monitors ongoing AAP/CCE developments inside and outside the clients' environment to keep informed, anticipate problems and identify potential partnerships or collaboration.

- ➔ **Planning and organisation:** able to effectively manage resources to achieve agreed goals. Behavioural indicators could include:
    - ◆ Develops a cross-cutting AAP/CCE strategy that plays to the agency's comparative advantage and efficiently uses resources for maximum impact.
    - ◆ Simultaneously meets the needs of different internal sectors/programmes in terms of technical support and advice, while being able to effectively prioritise.

- ➔ **Teamwork**: works collaboratively with colleagues to achieve organisational goals. Behavioural indicators could include:
    - ◆ Proactively able to solicit inputs and suggestions from diverse range of internal stakeholders and to identify organisational priorities on AAP/CCE.
    - ◆ Identifies opportunities for collaboration within the agency that can help achieve AAP/CCE goals.

United Nations core competencies:
[use this section if deploying through UN or partners and delete the 'Competencies and behavioural indicators as per Standby Partnership requests' section]

- ➔ Communication
- ➔ Teamwork
- ➔ Planning & organising
- ➔ Accountability

Generic Terms of Reference: Technical Officer, AAP/Communication and Community Engagement – P2/P3

- ➔ Creativity
- ➔ Client orientation
- ➔ Commitment to continuous learning
- ➔ Technological awareness

Annex 1

Background:

It is necessary to include the people affected by humanitarian crises and their communities in decision-making to be certain that the humanitarian response is relevant, timely, effective and efficient. Engaging the communities and facilitating their participation enables people, vulnerable to and affected by crises, to lead and shape positive, sustainable change in their own lives, communities and society. To do so, it is important to provide accessible information, ensure that an effective process for participation and feedback is in place and that design and management decisions are responsive to the views of affected communities and people. Donors and aid organisations should work to ensure that the voices of the most vulnerable groups considering gender, age, ethnicity, language and special needs are heard and acted upon. This will create an environment of greater trust, transparency and accountability (IASC).

The Grand Bargain is an agreement between more than 30 of the biggest donors and aid providers, including a participation revolution: to properly include people receiving aid in the decisions that affect their lives. The Core Humanitarian Standard on Quality and Accountability sets out nine commitments, including that communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them, and can raise complaints that will be addressed.

The IASC Commitments on Accountability to Affected People and Protection from Sexual Exploitation and Abuse similarly commit responders to inform, as well as solicit, hear and act upon the voices, priorities and feedback of affected people (including sexual exploitation and abuse-related complaints) and ensure people can play an active role in decision-making.