



IOM International Organization for Migration
المنظمة الدولية للهجرة

Position Title: **Community Engagement Officer**
Organizational Unit: **Community Stabilization & Revitalization**
Duty Station: **Erbil, Baghdad, Basra (3 Positions)**
Type of Contract: **Sub-Contracting (Stars & Orbit)**
Grade: **Equivalent to P2**
Duration of Appointment: **Six (6) months with possibility of extension**
Closing Date: **October 15, 2017**
Reference Code: **SVN2017/IRQ/099**

Context:

Under the general guidance of the Chief of Mission for IOM in Iraq and overall supervision of the Program Manager for Transition and Recovery, and the direct supervision of the Project Officers working on the Community Revitalization Program (CRP), Rapid Recovery Programme (RRP) and Regional Refugee and Resilience Plan (3RP), the Community Liaison Officer (CLO) will lead on a range of activities, including: supporting programme teams to mainstream Community Engagement (CE) throughout all programme phases, measuring the impact of existing community liaison processes and providing regular feedback to refine existing CE approaches. The CLO will ensure activities are implemented to the highest standard and will support and train a team of CL personnel, as well as contribute to the community of practice in Community Engagement within IOM and external stakeholders (where appropriate).

Core Functions / Responsibilities:

The Officer will be working under the CRP, RRP and 3RP, all of which aim to strengthen resilience of individuals and communities, as well as, promote social cohesion among internally displaced Iraqis and host communities. Specifically, the Officer will be working on two main result areas:

- 1) Provide guidance and support to programme teams across all field locations: through field visits, hands-on accompaniment and as needed trouble-shooting, the CLO will work with all teams to provide daily technical support on effective Community Engagement in Transition and Recovery programming;
- 2) Ensure programming is conducted under the umbrella of Accountability toward Affected Populations (AAP), and AAP is mainstreamed across tools, process and programme documents: Regularly review the process and tools for the existing community engagement and liaison process that ensure AAP; refining the standard operating procedure and associated tools, ensuring strong linkages to existing processes within the methodologies of the different projects. Provide feedback and contribution to Project Officers in proposals and reporting to include appropriate CE and AAP within all phases of programming.

Specifically, the officer will:

- Support field teams to incorporate Community Engagement (CE) and Accountability toward Affected Populations (AAP) throughout their programming by
 - Participating in weekly community visits
 - Planning and facilitation of participatory planning workshops and assist in development of community action plans
 - Facilitate spaces discussions meetings with teams for feedback modalities
 - Feedback lessons learned and field experiences to Project Officers to better influence programme design
 - Support teams in their daily CE and AAP activities
 - Work with M&E to improve feedback mechanisms at community level
 - Liaise with stakeholders with various responsibilities for implementation of the community action plan
 - Create networks for information sharing with key actors (national and international) to compliment TRU programming in communities
 - Support field teams to identify strategic partnerships for complimentary programming aimed to respond to community priorities
 - Support follow up and monitor realisation of community plan

- Regularly contribute to review and improvement of CE, CL and AAP tools for Unit.

- Development trainings and inductions on AAP and Community engagement (including how this fits into the TRU, practical exmaples for implementation etc)

- Under supervision of the Community Engagement Advisor and Community Planning Advisor, providing technical guidance to the community liaison team, and working with Project Officers and with support from senior national officers; entailing daily follow-up with the field teams.

- Liaison with the Protection Unit and gender focal points, as well as the livelihoods, business development services and community infrastructure teams to ensure input into the refinement and development of the community liaison process.

- Mapping and networking with other organisations and stakeholders to facilitate support to communities as identified and working with national teams to facilitate this coordination in each area and location

- Coordinate with the Community Assessments, Data & Research Officer to ensure that data collected from field locations is accurately represented in all assessments and reports and that reports are used to effectively respond to and work with communities

- Together with the Community Assessments, Data & Research Officer complete data analysis and report writing during peak times of data collection and reporting

- Coordinate the procurement/organisation of necessary services, including training venue, training supplies, communication equipment, software, transportation, translation. etc. with the support of the national support team for any required activities

Deliverables:

- Capacity building and field support plan on monthly basis
- Delivery of training tools for AAP and CE in the Transition Recovery Unit
- “Mapping” guide for field teams on how to coordinate and collaborate with others (for each field location)
- Regular reporting and contribution to proposal writing as needed/requested
- Regular contribution to Community Assessment and Research reports (specifically focusing on the Community Engagement steps)
- Feedback and follow up review reports in “new” communities (from year 1 of CE based programming)

Reporting & Team Structure

The role is part of a 2-person unit (1 Community Engagement and Liaison Officer (CELO) and 1 Community Assessments and Research Officer) that work together as the Community Engagement Team. This team works under the supervision of the Community Engagement and Community Planning Advisors. The officer will:

1. Assist the CEA and CPA in capturing lessons learnt and the planning and implementation of program activities;
2. Coordinate daily with the CELO to develop a workplan and support to field teams

Additional expectations:

1. Travel to field missions when necessary to support in setting up system for data and information management activities including data collection.
2. Perform such duties as may be assigned.

Minimum requirements

Education:

University degree in behavioral science, social science, anthropology, governance or other relevant degree.

Technical and Functional Experience:

- A minimum of 5 years practical of progressively responsible international experience in the humanitarian and/or development field, with at least 3 years of experience in Community Engagement and Accountability toward Affected populations in programming.
- Demonstrated field experience working in AAP and CE or establishing AAP/CE within humanitarian or development programmes
- Experience with a UN agency or INGO in a post-conflict country is required.
- Experience leading, motivating and managing national staff spread across a large geographical area.
- Experience in delivering trainings and conducting capacity building for field operations and supporting senior managers in implementing new concepts, specifically focused on AAP with field teams
- Ability to coordinate and work with different actors, stakeholders and agencies and facilitate coordination easily
- Excellent organization and planning skills

Travel:

The officer will be expected to travel within Iraq between 30-50% of the time including but not limited to working in areas of Baghdad, Anbar, Salah Al Din, Mosul and Babylon

Note: this position is being recruited for 3 positions

- (1) Erbil – with travel throughout Ninewa, including Mosul
- (2) Baghdad – with travel to Salah Al Din and Anbar
- (3) Basra- with travel to Babylon, Kerbela

Please indicate if you are applying for a specific location base

Languages:

- Fluent in English and Arabic required
- Excellent English writing and communication skills required

How to apply:

Interested candidates are invited to submit their applications via a link:

<http://iomiraq.net/vacancies/community-engagement-officer>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 08.10.2017 to 15.10.2017