



Rapid Response Role Profile

Job Title	Community Engagement and Accountability Officer (Accountability)
Classification Level	
Immediate Supervisor's Title	CEA Coordinator/ Deputy Operations Manager/ Operations Manager
Number of Direct Reports (if applicable)	
Number of Indirect Reports (if applicable)	

Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC's headquarters is in Geneva, with regional and country offices throughout the world.

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to Community Engagement and Accountability Officer, deployed in a Federation coordinated operation. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference.

Job purpose

Community engagement and accountability is at the core of Red Cross and Red Crescent programming and operations. It is an approach geared towards putting people and communities, vulnerable to and affected by crisis, at the centre of what we do. It encompasses a set of activities that embed and integrate participation, communication, feedback and learning throughout the programme cycle, in service delivery and in strategy development. The goal is to enable people and communities to lead and shape positive, sustainable change in their own lives, communities and society.

The Community Engagement and Accountability (CEA) Officer will support the Host National Society and IFRC operations teams to enhance the impact, reach and efficiency of emergency response operations through the integration and coordination of CEA activities and approaches. This includes participatory approaches, feedback systems, risk communication and evidence-based advocacy.

The focus of the CEA Officer will be to ensure the inclusion of community participation and feedback in all phases of the operation through mainstreaming different CEA techniques and activities across sectors. The CEA Officer will have a specific focus on setting up community feedback systems, ensuring community feedback and complaints are collected, analysed and acted upon by the sectors. The role will also be expected to work closely with PMER and IM counterparts to ensure all information and feedback from communities is effectively visualised, profiled within the operation, and used to inform strategic decision-making.

Role (Job Requirements)

Job duties and responsibilities

1. Ensure that the operation is implemented in accordance with the Movement minimum actions and commitment, policies and guidelines relevant to CEA;
2. Supports the planning, rolling out and adaptation of CEA tools, methodologies, trainings and activities based on the needs assessment and suitable to the local context and cultural practices
3. Ensure those are mainstreamed into the operation's plan and budgets to increase levels of engagement and accountability to people and communities

4. Supports and ensures use across operations teams of the most relevant social sciences research, impact surveys and perception data (including social-cultural data, sources of vulnerabilities, community structures and power dynamics) to support the design of comprehensive and evidence-based community engagement strategies
5. Supports the setting up/strengthening of appropriate feedback methods and systems to gain a deeper understanding of the community feedback, including perceptions, beliefs, rumours and complains
6. Ensures feedback, community perceptions and insights are regularly analysed and shared with key operation teams and decision makers to inform action
7. Supports evidence-based learning by assessing and monitoring levels of community engagement through supporting research, impact surveys, perception studies and case studies.
8. Work with operation teams to ensure the most vulnerable groups have equal access to information channels and feedback mechanisms and participate in decision making processes
9. Supports the implementation of appropriate community engagement initiatives to support the prevention of sexual exploitation and abuse (PSEA), sexual and gender-based violence and survivor-centred approaches (in coordination with PGI and HR).
10. Designs and facilitates the training of staff and volunteers on essential CEA aspects, including on the code of conduct, good communication skills, dealing with complaints and ensuring that feedback is acted upon.
11. Raises awareness on the importance of CEA with senior management, staff and volunteers through presentations trainings and briefing sessions
12. Participates in relevant inter-agency coordination groups and supports National Society's engagement to ensure Red Cross Red Crescent community engagement efforts are coordinated and recognized.

Duties applicable to all staff

1.	Actively work towards the achievement of the Federation Secretariat's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

Profile (Position Requirements)

Education	Required	Preferred
A university degree in social sciences/behavioural/communication sciences or equivalent experience	⊙	
Basic delegate training course, IMPACT or equivalent knowledge		⊙
Experience	Required	Preferred
3 years of experience in a CEA related role (beneficiary communication, social mobilisation, community engagement, communication for development, accountability to affected population)	⊙	
2 years of experience in the Global South, including in emergency response settings	⊙	
Experience in setting up and managing community feedback approaches and systems	⊙	
Experience in delivering community engagement and accountability capacity building, coaching, training and developing local organizations' staff and volunteers	⊙	
Experience in setting up and managing community engagement tools (including technological solutions) such as social media, radio, TV, SMS, cinema/drama and rolling out risk communication approaches.	⊙	
Experience within the Red Cross and Red Crescent Movement		⊙
Experience in an international organization or NGO		⊙
Knowledge & Skills	Required	Preferred
Good understanding of current developments in the field of communication with communities, behavioural and social sciences, community engagement processes, strategic communication, research approaches	⊙	
Basic understanding of CEA issues in emergencies contexts	⊙	

Sensitivity to challenging political contexts and understanding of risk management processes	⊙	
Good analytical skills and knowledge of quantitative, qualitative and participatory research methodologies and analysis		⊙
Culturally competent with excellent ability to work effectively as part of multicultural teams and engage in a respectful, considerate manner with local staff and communities.	⊙	
Excellent project management skills, able to work under pressure and manage multiple projects simultaneously, to a high standard and to deadline	⊙	
Excellent interpersonal, communication and networking skills, able to build relationships with people at all levels of the organisation	⊙	
Good coordination and negotiation skills, with the capacity to build partnerships with internal and external organisations	⊙	
Good planning skills, with the ability to identify areas for improvements in programmes, operations and NS/IFRC ways of working through the integration of CEA approaches and activities	⊙	
Good knowledge of gender and diversity issues in humanitarian programming		⊙
Facilitation and training skills	⊙	

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values	⊙		
National Society Capacity Strengthening	⊙		
Coordination		⊙	
Assessment		⊙	
Direction Setting and Quality Programme Management	⊙		
Information Management	⊙		
Resource Management	⊙		
Safety and Security	⊙		
Transition and Recovery	⊙		
Community engagement and accountability		⊙	
Protection, Gender and Inclusion		⊙	
Environmental Sustainability	⊙		
Collaboration and teamwork	⊙		
Conflict Management	⊙		
Interpersonal Communication	⊙		
Cultural awareness		⊙	
Judgement and decision making	⊙		
Motivating Others	⊙		
Personal resilience	⊙		
Integrity	⊙		

Technical Competencies	Tier 1	Tier 2
Mainstreaming	⊙	
Capacity Building	⊙	
Community Participation	⊙	
Community Understanding	⊙	
Behaviour and social change communication	⊙	
Evidence-based advocacy	⊙	
Sexual and Gender-based Violence Prevention and Response	⊙	

Languages	Required	Preferred
Fluently spoken and written English	<input checked="" type="radio"/>	
Good command of another IFRC official language (French, Spanish or Arabic)		<input checked="" type="radio"/>
Other languages:		