



## Rapid Response Role Profile

Job Title	Community Engagement and Accountability (CEA) Coordinator
Classification Level	
Immediate Supervisor's Title	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 CEA Coordinator, 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) Coordinator 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 position will provide strategic and technical advice and training to build the capacity of staff to integrate a more systematic approach to CEA and strengthen participatory processes in response and recovery approaches. The CEA Coordinator will be responsible for guiding and coordinating the rolling out of CEA activities across the emergency operation. The CEA Coordinator will develop or participate in active networks and coordination groups with external organisations and actors to ensure that CEA approaches and activities are integrated with wider sector initiatives.

## Role (Job Requirements)

### Job duties and responsibilities

1. Designs, plans and coordinates community engagement assessments and guide intersectoral work towards collecting insights on socio-cultural and contextual factors that can inform planning and guide community engagement efforts
2. Defines the plan and strategy to mainstream community engagement effectively into the operation and to meet the specific needs of affected people and ensure their participation
3. Leads and coordinate the setting up/strengthening of appropriate feedback systems and rolling out of research to gain a deeper understanding of the community perceptions, beliefs, rumours and complains
4. Assess/synthesize qualitative and quantitative information, data and evidence relevant to community engagement to support key operation teams and decision makers and inform action
5. Ensures the most vulnerable groups participate in key decision-making processes, have equal access to information channels and feedback mechanisms and any specific protection issues are taken into account

6. Leads the operationalisation of the Movement minimum actions and commitment, policies and guidelines relevant to CEA and ensures the roll out and adaptation of CEA tools, methodologies, trainings and activities
7. Oversees the rolling out of CEA approaches across the operations and makes recommendations on operational strategies to ensure strengthened engagement of and accountability to people and communities
8. Guides coordination efforts across the Movement components and supports inter-agency coordination with a wide range of partners and stakeholders to ensure synergy, integration, coherence, and harmonization of community engagement actions, including the rolling out of technological solutions and innovative approaches
9. Engages in dialogue with key stakeholders' leadership to ensure community engagement issues and insights drive humanitarian action
10. Identifies partnership opportunities with key local and international partners
11. Coordinates National Society's support to integrate CEA in their strategies, frameworks, and plans, setting out how community engagement activities and approaches will be institutionalised in the longer term
12. Coordinates capacity building efforts on essential CEA aspects within the Movement and outside.

#### 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
An advanced university degree in a relevant area such as social sciences/behavioural/communication sciences or equivalent experience	⊙	
Basic delegate training course, IMPACT or equivalent knowledge		⊙
Experience	Required	Preferred
5 years of experience in a CEA related role, for example, beneficiary communication, social mobilisation, community engagement, communication for development, accountability officer.	⊙	
3 years of experience in the Global South, including in emergency response settings	⊙	
Experience in a coordination role, including with multi-sectoral stakeholders		⊙
Experience in leading community engagement approaches and capacity building efforts of local organizations	⊙	
Experience in planning targeted and appropriate behaviour change approaches		⊙
Experience of designing and implementing assessments, community consultations, research activities	⊙	
Experience in leading teams and managing people	⊙	
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	⊙	
Good understanding of CEA issues in emergencies contexts	⊙	
Sensitivity to challenging political contexts and understanding of risk management processes	⊙	
Excellent analytical skills and knowledge of quantitative, qualitative and participatory research methodologies and analysis	⊙	

Advanced analytical skills, able to capture learning and use it to make improvements in programming and operations	⊙	
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	⊙	
Facilitations 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	Tier 3
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	⊙	
Good command of another IFRC official language (French, Spanish or Arabic)		⊙
Other languages:		