# TOOL 8: CEA job descriptions tool

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#### 1. Purpose of this tool

#### This tool includes guidance on how to integrate CEA responsibilities and competencies into job descriptions, as well as a range of CEA-specific role and job descriptions that can be adapted to suit different needs and contexts.

#### 2. Integrating CEA responsibilities into job descriptions

The following table provides a choice of CEA responsibilities that can be included in different types of non-CEA job and role descriptions.

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| **ROLE** | **CEA RESPONSIBILITIES TO ADD TO JOB DESCRIPTIONS** |
| **Senior leadership** | * Ensure the National Society is meeting the Movement-wide Commitments to Community Engagement and Accountability, with key performance indicators in place to measure progress * Ensure National Society plans, programmes and operations are driven by community needs, priorities, and preferences * Enable the National Society to be accountable to communities, by allocating adequate human and financial resources, and supporting the integration of community engagement commitments in the strategy, plans, policies, and approaches * Create an organizational culture of accountability, by ensuring good internal communication, increasing staff and volunteer participation in decision-making, and establishing a staff and volunteer feedback mechanism. |
| **Staff involved in programmes and operations** (including branch managers, managers, officers, PGI etc) | *(if only one responsibility can be added)*   * Ensure the programme and/or emergency response is driven by the needs, priorities, and preferences of the people it aims to serve, through the integration of participatory approaches, open, honest communication, and mechanisms to listen and act on feedback.   *(for more detailed, specific responsibilities)*   * Ensure staff and volunteers are trained and supported to engage communities effectively in their work * Assessments are transparent and participatory, and capture a thorough understanding of the context, needs, and appropriate approaches for community engagement * Ensure the programme/response is designed with the involvement and input of community members, including men, women, boys, girls, and any marginalized groups * Ensure plans and budgets include activities and indicators that set out and measure how communities will be engaged * Regularly share information about the programme/ response with community members, using the best approaches to reach different groups * Enable active community participation in managing and guiding the programme/response * Integrate a community feedback mechanism in the programme/response, ensuring feedback is analysed, responded to, and acted upon * Review, adjust, and improve the programme/response regularly, based on community feedback and monitoring * Ensure the programme/response evaluation involves communities, including asking if they are satisfied and what could be improved. |
| **Planning, monitoring, evaluation, and reporting** | * Review all plans and budgets to ensure they meet the minimum actions for community engagement and accountability * Integrate community perspectives into planning, monitoring, evaluation, and reporting, including the development of indicators to monitor accountability and the inclusion of community feedback data in monitoring and reporting * Support a culture of learning and sharing within the National Society, including ensuring previous successes and failures are used to inform new programmes and responses |
| **Human resources** | * Support the organization to recruit personnel with the right attitudes and skills to support effective community engagement and accountability, and monitor this as part of appraisal processes * Ensure new staff, volunteers and board members are briefed on the National Society’s commitments to community engagement and accountability * Ensure all staff and volunteers are briefed on, understand, and sign the Red Cross Red Crescent and/or National Society Code of Conduct * Support investigations into serious complaints raised through community feedback mechanisms |
| **Support services** (e.g., logistics, finance etc) | * Ensure processes and procedures are flexible enough to allow for changes as community context and needs evolve * Support programmes and operations to respond to issues or requests raised through community feedback monitoring data * Procurement and logistic decisions should be informed by community preferences. |

#### 3. CEA competencies for job descriptions

CEA is not only a set of activities, but also a way of thinking that recognizes community members are equal partners, whose participation is essential for successful operations and programmes. This attitude can be captured through the following core community engagement and accountability competencies or behaviours. These can be included in job descriptions, tested for during recruitment, assessed in appraisals, and part of learning and development plans. The competencies below draw from the IFRC’s [Competency Framework](https://fednet.ifrc.org/FedNet/Docs/HR/Performance%20Management/IFRC%20Competency%20Framework_English.pdf) and the International Rescue Committees’ excellent [‘A Guide for Client Responsive Staff Management’](https://www.rescue.org/resource/guide-client-responsive-staff-management), which also has in-depth guidance on how CEA can be mainstreamed in human resource processes.

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| **COMPETENCY** | **DESCRIPTION** |
| **Communication,** facilitation and listening skills | Adjusts ways of communicating and interacting according to the audience, context, and literacy level; ensures information is understood; actively listens to others’ ideas and viewpoints; and encourages others to share their opinions and ideas |
| **Respect for diversity** | Treats all individuals and groups fairly and shows respect for all persons equally, without any distinction on the basis of nationality, race, religious beliefs, class, political opinions, or any other ground |
| **Integrity** | Works in accordance with the Red Cross and Red Crescent Movement’s Fundamental Principles and Values, in a transparent and accountable manner. Is aware of existing power structures in the community and acts in a manner that does not reinforce them |
| Learning and improvement | Interested in and seeks out others’ ideas. Values and learns from community perspectives and suggestions. Continually looks for opportunities to adapt and improve based on feedback and learning, including own behaviours and practices |
| Empathy | A willingness to relate to others’ perspectives; is open-minded and calm when receiving criticism or listening to others’ frustrations |
| **Accountability** | Honours commitments and takes responsibility for delivering high quality outcomes. Holds themselves and others accountable for their decisions and actions. |

#### 4. Example CEA job and role descriptions

#### The following four template CEA job descriptions can be edited as needed.

##### 4.1 CEA branch/volunteer role description

**Role purpose**

The CEA branch focal point will help strengthen and roll out approaches to CEA within their branch, including supporting other volunteers, to ensure communities are informed, can participate, and provide feedback and complaints to the National Society.

**Responsibilities**

* Help ensure a good level of engagement with communities during branch activities, programmes, and emergency response operations, including:
  + Ensure assessments are carried out with respect for the community and capture a thorough understanding of the context, peoples’ needs and priorities, and most appropriate approaches for community engagement
  + Branch activities are designed with the involvement and input of community members, including men, women, boys, girls, and any marginalized groups
  + Sharing information about the National Society, the branch, and its activities with community members, using the best approaches to reach different groups
  + Involving community members in planning and delivering branch activities, for example through community committees and meetings
  + Helping to set up and manage community feedback mechanisms, including ensuring all feedback is recorded, shared with the branch manager and/or CEA manager at HQ, and communities receive a response
  + Collect and listen to volunteer feedback about what is happening in communities and discuss how this can be acted on
  + Discuss how branch activities can be adapted and improved, based on community feedback and monitoring data
* Provide training, advice, and support to branch volunteers to strengthen community engagement within their work
* Act as the CEA link between the branch and CEA manager at HQ, sharing information about CEA approaches and helping to roll out National Society CEA plans, policies, and approaches within the branch
* Support monitoring of CEA approaches within the branch, including sharing data with the branch manager
* Coordinate branch CEA activities with local authorities and other stakeholders.

##### 4.2 National Society CEA job description

The job responsibilities in this job description are aligned to the minimum actions for CEA, as per the [CEA Guide](https://communityengagementhub.org/wp-content/uploads/sites/2/2019/06/20211020_CEAGuidelines_NEW1.pdf). Not all responsibilities are relevant for every National Society, so please edit, delete, or add to these as needed. No job description should include every responsibility listed here, so you select those that match your National Society’s CEA priorities and needs and delete those which are not appropriate for your context.

This job description can be adapted to suit either a manager or officer level position. Just choose which language best matches the role e.g., lead or support, and delete as appropriate wherever you see highlighted text. Anything fully in yellow is only appropriate for a manager level role.

**Job description**

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| --- | --- |
| **Job Title** | Community Engagement and Accountability (CEA) Manager/Officer |
| **Location** |  |
| **Supervisor’s Title** |  |
| **Number of Direct Reports** |  |

**Job purpose**

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| The CEA Manager/Officer will lead/support efforts to institutionalize and strengthen community engagement and accountability within the <insert name of National Society>’s ways of working, programmes and operations. This includes building/helping to build CEA understanding and capacity across the organization, integrating/helping to integrate CEA into the National Society strategy, plans, policies, guidance and tools and managing/supporting the feedback and complaints mechanism. The CEA Manager/Officer will also work with colleagues to integrate meaningful community participation, open and honest communication, and mechanisms to listen and act on feedback, within programmes and operations. |

**Job duties and responsibilities *(delete the responsibilities which are not appropriate)***

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| The CEA Manager/Officer will:  **Lead/support the institutionalization of CEA within the National Society:**   * Advise and guide senior leadership on how the National Society can strengthen and institutionalize approaches to CEA * Build/help build the capacity of staff and volunteers to mainstream and implement CEA by delivering/supporting the roll out of CEA training and briefings to all levels of the National Society * Develop/help develop a CEA policy and/or strategy for the National Society, including key performance indicators to measure how the National Society is meeting its commitments to accountability * Develop/help develop CEA funding proposals and integrate CEA in other sectors’ proposals * Establish/help establish a CEA team within the National Society, including CEA focal points for each branch * Lead/support the integration of CEA into the National Society strategy, annual plans and all relevant policies and tools so it becomes a standard way of working for all staff and volunteers * Support HR colleagues to integrate commitments to accountability into all relevant staff and volunteer role descriptions, inductions, and appraisal processes * Work with planning, monitoring, evaluation, and reporting (PMER) colleagues to ensure CEA is included in all plans, with indicators to measure progress, and covered in donor and partner reports * Establish/help establish a national community feedback mechanism for the National Society, working with colleagues and communities to ensure an effective, trusted mechanism is set up that can collect, analyse, respond to, act on, and refer feedback to other agencies   *or if the National Society already has a feedback mechanism in place*   * Manage/help manage the National Society’s community feedback mechanism, ensuring feedback is collected, analysed, responded to, acted on and referred to other agencies as needed   **Provide/help provide CEA support and guidance to programmes and operations to:**   * Train or brief programme and operations staff and volunteers on the minimum actions for CEA, including their role and responsibility in meeting these * Ensure assessments are transparent and participatory, and capture a thorough understanding of the context, peoples’ needs and priorities, and most appropriate approaches for community engagement * Ensure programmes and responses are designed with the involvement and input of community members, including men, women, boys, girls, and any marginalized or at-risk groups * Integrate CEA activities and indicators in programme and response plans and budgets * Regularly share information about the programme or response with community members, using the best approaches to reach different groups * Enable active community participation in managing and guiding programmes and responses * Establish and manage community feedback mechanisms, including processes to make sure feedback is analysed, responded to, and acted upon * Review, adjust, and improve programmes and operations regularly, based on community feedback and monitoring data * Ensure programme and response evaluations involve communities, including asking if they are satisfied with the programme or response, how it was delivered, and what could be improved.   **Support/help support the integration of community engagement and risk communication approaches into behaviour change programmes and epidemic response, including:**   * Train or brief behaviour change programme or epidemic response staff and volunteers on CEA and risk communication approaches * Capture a thorough understanding of the community context and existing knowledge, attitudes, beliefs, practices, and rumours circulating in the community * Establish a community feedback mechanism able to capture and analyse community beliefs, fears, rumour, questions, and suggestions * Ensure feedback, community perceptions and insights are regularly analysed and used to inform changes and improvements to the programme/response * Share timely, accurate information about key risks or behavioursthrough the most trusted and preferred sources and channels of communication * Support programmes and operations to update information shared with communities regularly, based on the beliefs, fears, rumour, questions, and suggestions in communities * Work with communities to identify community-led solutions to address challenges, improve behaviours and/or reduce the spread of infection.   **Coordination and representation**   * Coordinate/help coordinate CEA approaches across the National Society, including with IFRC, ICRC, and partner National Societies, in-country and at the regional and global level * Support the roll out of the global CEA initiatives, including the minimum standards and actions, within the National Society * Coordinate/help coordinate CEA efforts with external partners, including the CEA/AAP interagency Working Group, UN agencies, other NGOs, and Government * Identify opportunities for partnerships with external organisations, which could help strengthen CEA approaches within the National Society * Position/help position the National Society as a lead actor in CEA by capturing and sharing best practices and success stories within the Movement and externally.   **Project management**   * Develop and manage CEA plans and budgets for the National Society * Donor management, including proposals, managing pledges, and preparing reports * Lead and manage the National Society CEA team. |

Position Requirements

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| **Education** | |
| A university degree in a relevant area such as community engagement, community development, social and behaviour change communication, sociology, anthropology, health education, or relevant work experience. | |
| **Experience** |  |
| Three/five years’ experience working in community engagement and accountability for a humanitarian or development organisation | |
| Experience of designing and implementing/implementing CEA approaches, including community feedback mechanisms, tools for communicating with communities (radio, social media, social mobilization) and participatory planning processes. | |
| Experience in planning and implementing/implementing targeted and appropriate behaviour change or risk communication approaches and activities | |
| Experience of designing and delivering/delivering trainings and building the capacity of staff and volunteers | |
| Experience of planning and implementing/implementing CEA approaches within and emergency response | |
| Experience of designing and implementing/supporting assessments, community consultations, research and/or focus groups discussions | |
| Experience of working for the Red Cross/Red Crescent | |
| **Knowledge and Skills** | |
| Able to analyse and identify areas for improvements in programmes, operations through the integration of CEA approaches and activities | |
| Excellent interpersonal, communication and networking skills, able to build relationships with people at all levels of the organisation and with external partners and organisations | |
| Excellent project management skills, able to work under pressure and manage multiple projects simultaneously, to a high standard and to deadline | |
| Highly motivated, self-starter able to take initiative and lead a team or process | |
| Strong presentation, facilitation, and training skills | |
| Good knowledge of gender and diversity issues | |
| Willing to travel | |
| **Competencies** | |
| **Communication,** facilitation and listening skills | |
| **Respect for diversity** | |
| **Integrity** | |
| Learning and improvement | |
| Empathy | |
| **Accountability** | |

##### 4.3 IFRC CEA job description

This is an example IFRC CEA Senior Officer level position at the cluster level. This can be adapted and edited as needed.

**Job description**

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| **Job Title** | Community Engagement and Accountability (CEA) Senior Officer |
| **Location** |  |
| **Supervisor’s Title** |  |
| **Number of Direct Reports** |  |

**Job purpose**

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| The CEA Senior Officer will be responsible for driving the development of CEA across the XX cluster and ensuring CEA is built into National Society (NS) and IFRC ways of working, emergency operations and long-term programmes at both country and regional level.  The position will provide strategic and technical advice and training to build the capacity of NS and the IFRC to integrate a more systematic approach to CEA throughout the programme and disaster cycle. This will include working with colleagues to integrate meaningful community participation, open and honest communication, and mechanisms to listen and act on feedback, within programmes and operations.  The position holder will be responsible for all aspects of project and budget management and will act as the IFRC CEA representative for the cluster, coordinating on CEA approaches internally within the Red Cross and Red Crescent Movement and externally, through inter-agency networks. |

**Job duties and responsibilities *(delete the responsibilities which are not appropriate)***

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| **CEA development and capacity building**   * Responsible for driving the roll out of a systematic and integrated approach to CEA within the IFRC and across all National Societies in the cluster through mainstreaming CEA in NS and IFRC plans, processes, and procedures * Work closely with National Society and IFRC sector colleagues to help them identify gaps in their approach to CEA and support them to address these by integrating and/or scaling up appropriate CEA approaches * Drive the inclusion of CEA in emergency operations and plans within the cluster, including providing and organising CEA surge capacity support to NS * Lead technical advisor for CEA within the cluster, responsible for providing advice, support, and training to NS and IFRC staff on how they can:   + Ensure assessments are transparent and participatory, and capture a thorough understanding of the context, peoples’ needs and priorities, and most appropriate approaches for community engagement   + Ensure programmes and responses are designed with the involvement and input of community members, including men, women, boys, girls, and any marginalized or at-risk groups   + Integrate CEA activities and indicators in plans and budgets   + Regularly share information about the programme or response with community members, using the best approaches to reach different groups   + Enable active community participation in managing and guiding programmes and responses   + Establish and manage community feedback mechanisms, including processes to make sure feedback is analysed, responded to, and acted on   + Review, adjust, and improve programmes and operations regularly, based on community feedback and monitoring data   + Ensure programme and response evaluations involve communities, including asking if they are satisfied with the programme or response, how it was delivered, and what could be improved. * Support the integration of community engagement and risk communication approaches into behaviour change programmes and epidemic response, including:   + Capture a thorough understanding of the community context and existing knowledge, attitudes, beliefs, practices, and rumours   + Establish a community feedback mechanism able to capture and analyse community beliefs, fears, rumour, questions, and suggestions   + Ensure feedback, community perceptions and insights are regularly analysed and used to inform changes and improvements to the programme/response   + Share timely, accurate information about key risks or behavioursthrough the most trusted and preferred sources and channels of communication   + Support programmes and operations to update information shared with communities regularly, based on the beliefs, fears, rumour, questions, and suggestions in communities   + Work with communities to identify community-led solutions to address challenges, improve behaviours and/or reduce the spread of infection. * Plan and deliver CEA trainings to IFRC and NS staff and volunteers, providing people with the skills and knowledge to launch and manage CEA tools and approaches within their programmes and operations * Support the rolling out and adaptation of CEA Movement tools, methodologies, and activities, as defined in the CEA Movement guide and toolkit, to support programmes and operations * Develop evidence-based learning demonstrating the impact of community engagement on the quality and effectiveness of programming by supporting the rolling out of research, impact surveys, perceptions studies and case studies.   **Project and budget management**   * Ensure expenditure on CEA pledges are in line with the budgets. * Develop and manage CEA plans and budgets for the Cluster, including ensuring CEA is included in cluster level plans and strategies * Donor management, including proposals, managing pledges, and reporting.   **Coordination, representation, relationships, and reporting**   * CEA representative for the cluster, leading the coordination of CEA efforts across National Societies, Partner National Societies and the IFRC * Work closely with global and regional CEA colleagues to ensure there is consistency and coordination between CEA efforts at the cluster, regional and global level * Coordinate CEA efforts with external partners, including the CEA/AAP interagency Working Group, UN agencies, other NGOs, and Government * Identify opportunities for partnership with external organisations * Position the IFRC as a lead actor in CEA by capturing and sharing best practices and success stories within the Movement and externally. |

Position Requirements

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| **Education** | |
| A university degree in a relevant area such as community engagement, community development, social and behaviour change communication, sociology, anthropology, health education, or relevant work experience. | |
| **Experience** |  |
| Three years’ experience working in community engagement and accountability for a humanitarian or development organisation | |
| Experience of designing and implementing CEA approaches, including community feedback mechanisms, tools for communicating with communities (radio, social media, social mobilization) and participatory planning processes. | |
| Experience in planning and implementing targeted and appropriate behaviour change or risk communication approaches and activities | |
| Experience of designing and delivering trainings and building staff and volunteer capacity | |
| Experience of planning and implementing CEA approaches within and emergency response | |
| Experience of designing and implementing assessments, community consultations, research and/or focus groups discussions | |
| Experience working internationally or across multiple countries | |
| Experience of working for the Red Cross/Red Crescent | |
| **Knowledge and Skills** | |
| Able to analyse and identify areas for improvements in programmes, operations through the integration of CEA approaches and activities | |
| Strong advocacy and negotiation skills, able to convince colleagues at all levels on the importance of integrating CEA within ways of working. | |
| Excellent interpersonal, communication and networking skills, able to build relationships with people at all levels of the organisation and with external partners and organisations | |
| Excellent project management skills, able to work under pressure and manage multiple projects simultaneously, to a high standard and to deadline | |
| Highly motivated, self-starter able to take initiative and lead a team or process | |
| Strong presentation, facilitation, and training skills | |
| Good knowledge of gender and diversity issues | |
| Willing to travel | |
| **Competencies** | |
| **Communication,** facilitation and listening skills | |
| **Respect for diversity** | |
| **Integrity** | |
| Learning and improvement | |
| Empathy | |
| **Accountability** | |

##### 4.4 ICRC CEA job descriptions

Here are two examples of ICRC CEA positions, a delegation-level accountability to affected people position and a regional advisor role.

**AAP Delegation-based Staff Job Description (short version)**

**Functional Responsibilities:**

Coordination and AAP self-assessments

* Plans with the AAP team the annual AAP self-assessment, ensuring appropriate and representative participation within the delegation and collection of evidence to support the findings of the self-assessment.
* Works to meaningfully and systematically integrate the views of people affected in this
* Facilitates discussion within the delegation to identify priorities and devise an improvement plan as a result of the AAP self-assessment.
* Seeks support from in house specialists to address thematic issues that require in depth support
* Gathers and sends to the AAP team feedback necessary to continually improve the self-assessment tool.

Capacity development and technical support

* Actively participates in peer learning
* Contributes to capacity development by collecting and sharing examples and case studies and delivering training at delegation level.
* Includes a Movement dimension within capacity development
* Discusses and identifies with the delegation obstacles to improved practice on AAP with a view to referring and/or addressing them at the relevant level.
* Advises and trains delegations – with support from the AAP team, on actions to be taken as a result of AAP self-assessment findings.

Advocacy and representation

* Increases awareness and generates buy in for AAP at delegation level.
* Develops a network of practitioners within delegation and learns together with peers in other aid organisations.

Policy, strategy and performance

* Contributes to strategy and policy development, institutional analyses, research, and speaking points on AAP

**Accountability to Affected People Regional Advisor**

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| **Family** | Operations | **Level:** | C1 |
| **Sub-Family** |  | **Code:** |  |
| **Possible external title** | AAP regional advisor | **Reports to:** | DHoD in delegation, OPDIR for technical management |
| **People Management responsibilities\*** | No | **Field / HQ** | Field |

\*Typically manages at least 3 people

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| **Typical previous roles**: | This is a new role within ICRC. Essential experience includes working in ICRC programs to ensure understanding of operational context, how the ICRC works and what it does from a broad perspective. Such roles include for example generalist and protection senior field officers and delegates, head of office, head of sub-delegation, metier coordinator, regional advisor on sexual violence, community-based protection and gender.  To complement this, experience and interest in Monitoring and evaluation, diversity inclusion and more broadly program quality will be important. For most, people, there will be a strong coaching and onboarding dimension with the team in Geneva when starting with this role. | **Typical next roles:** | Red Line Field Management  Senior Advisory positions at HQ and field |

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| **Purpose** |

The AAP regional advisor supports operational delegations in their efforts to document, review and improve practice on the elements supportive of a humanitarian response that is relevant, responsive, inclusive, accessible, and effective for their context. The advisor leverages the regional nature of the position to document and share good practice across the region and with the ICRC globally.

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| **Accountabilities & Responsibilities** |

Functional Responsibilities:

* **Facilitate annual AAP self-assessments** for operational delegations in the region by organising the online survey, aggregating the results and facilitating discussion around them with management;
* **Advise and train delegations** in priority contexts on actions to be taken as a result of AAP self-assessment findings, helping to **include relevant elements in the PMfR**, and integrate them more consistently into programming, taking into account feasibility, expected impact and resourcing needs, in particular with regards to:
  + - **Understanding and documenting power dynamics**, and patterns of discrimination and marginalisation at all levels, e.g. from the household and community to the highest levels of decision making;
    - Understanding the various, and interlinked factors, that make up a person’s identity e.g. gender, nationality, ethnicity, religion, culture, age, disability, sexual orientation and gender identity etc., and how this impacts their situation;
    - Understanding the needs, capacities and risks faced by groups potentially in situations of **vulnerability** e.g. women, persons with disabilities, LGBTI persons, children, older persons, and migrants;
    - Reviewing problems and response through the lenses of gender, age, disability, sexual orientation and gender identity, and other diversity factors, striving to **make programs and services more inclusive and accessible**;
    - Increasing impact by understanding and responding to problems in a **multidisciplinary** fashion;
    - **Involving people in decisions that affect them** through approaches that are relevant to the context;
    - **Seeking and reacting to feedback** from people affected by conflict as a way to improve program quality;
    - **Reinforcing partner capacity** on AAP - in particular within the Movement;
    - Navigating **operational dilemmas and trade-offs** while implementing AAP
* Support the monitoring of progress, produce **case studies on good practice** and lessons learned, and when needed response to **donor reporting requirements**;
* Provide **introductory training** on basics of AAP, and diversity inclusion from an operational perspective, to selected delegations in the region;
* **Link with members of the Movement** in the region where relevant, informing the development of a Movement approach on AAP;
* Discuss and identify with delegations **obstacles to improved practice** on AAP operationally and within ICRC systems and procedures with a view to address them at the relevant level;
* Work to identify and develop capacity in the delegations, building a **network of practitioners** across *métiers* and delegations, sharing relevant experiences and tools within the region and globally when relevant;
* Direct delegations towards in house specialists (**referral**) to address specific issues that require in depth support, in particular in relation to gender, age, and disability inclusion; understanding local preferences in relation to communication and feedback systems, managing risk on sexual exploitation and abuse and, community based protection;
* Update and coordinate with the region and AAP team in HQ to determine and address priorities;
* Find and leverage synergies with other regional advisers and supra staff based in the region.
* Support the region to develop / implement relevant parts of the **Regional Strategic Framework**;
* **Represent** ICRC at relevant regional meetings, in coordination with the region and relevant delegations.

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| **Scope & Impact** |

* This role is regional.

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| **Relationships** |

* Internally, interacts primarily with operational delegations in the region, AAP team in OPDIR.
* Internally, works closely with complementary positions in the field e.g. Regional Advisors on Sexual Violence and Community Based Protection – ensuring cross-referral, and that synergies are leveraged.
* Externally, interacts with Movement interlocutors (National Societies, IFRC). Externally, also interacts with civil society actors, and groups as relevant.
* Highly cross-cutting role, working across multiple departments, and with management and *métiers*.

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| **Certifications/Education Required** |

* A Masters level qualification relevant to the subject matter (e.g. law, gender studies, international relations & political science, etc.)
* High level written and oral communication skills in English, and another relevant language for the region. French is an asset.
* Computer proficiency

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| **Professional Experience Required** |

* Typically 10-12 years of professional experience, of which at least 4 years of ICRC experience in the field / headquarters.
* Solid understanding of the humanitarian environment and the challenges for the ICRC from an operational perspective.
* Experience in developing, implementing and monitoring humanitarian projects and programs in close proximity to people affected by conflict;
* Experience working with groups potentially in situations of vulnerability e.g. women, LGBTI persons, children, older persons, migrants.
* Convincing knowledge of operational, technical instruments and policies relevant to quality and accountability in humanitarian response.
* Demonstrated experience and expertise related to diversity inclusion, with specific skills and specialisation in at least one key aspect of diversity e.g. gender, disability inclusion, age, sexual orientation and gender identity an asset.
* Experience designing and delivering engaging and interactive training to practitioners;
* Experience in people and relationship management

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| **Competencies** | |  | |  | |
| Key Competencies: | Functional Competencies | Proficiency Level (1-4) |  | |
| Leadership |  |  |  | |
| Accountability |  |  |  | |
| Beneficiary & Client focused |  |  |  | |
| Representing the ICRC |  |  |  | |
| Teamwork & Collaboration |  |  |  | |
| People management |  |  |  | |

#### 5. CEA surge role profiles and competencies

The IFRC’s surge optimisation process led to new competency frameworks and role profiles to guide emergency deployments. This includes:

* A core [Core Competency Framework (CF)](https://fednet.ifrc.org/PageFiles/225372/180727-SURGE%20CORE%20COMPETENCY%20FRAMEWORK-A4-EN.pdf)[[1]](#footnote-1) which sets out the behaviours, skills and knowledge all surge personnel deployed into an emergency operation are expected to have, regardless of their area of expertise. This includes cross-cutting competencies such as CEA
* A CEA Competency Framework, which sets out the behaviours, skills and knowledge expected for a CEA Officer or CEA Coordinator role
* Standard CEA surge role profiles, including a [CEA Coordinator](https://ifrcgo.org/global-services/assets/docs/cea/Rapid%20Response%20Profile%20CEA%20Coordinator.pdf), [CEA Officer](https://ifrcgo.org/global-services/assets/docs/cea/Rapid%20Response%20Profile%20CEA%20Officer%20(Accountability).pdf), and a [CEA Officer for Risk Communication and Community Engagement](https://ifrcgo.org/global-services/assets/docs/cea/Rapid%20Response%20Profile%20CEA%20Officer%20(RCCE).pdf). Download the latest versions of the role profiles from IFRC Go.

**Core competency framework**

The competencies for CEA included within the Core Competency Framework are below. This means anyone working in a technical (tier 1), management (tied 2), or leadership role (tier 3) will be expected to carry out the CEA responsibilities relevant for their tier.

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**CEA competency framework**

The CEA competency framework has seven competencies applicable to anyone deployed into a CEA-specific role, with different levels of responsibility for a coordinator/manager versus a technical/officer level role. These CEA competencies will be used alongside the Core Competency Framework for recruitment, selection, performance management and to guide surge training and learning and development.

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| --- | --- | --- | --- | --- |
| **COMPETENCY** | **TIER 1: CEA officer**  *Displays a practical understanding of effective day to day behaviours for this competency and able to function effectively as part of a Red Cross Red Crescent team.* | | **TIER 2: CEA Coordinator**  *Displays impact for this competency by providing advice and guidance to others. Translates strategic decision into sectoral direction. Models the behaviours and creates and environment which enables the behaviours to be dis-played. Operates at a strategic, multi-sectoral level in a response of any magnitude.* | |
| 1. **Mainstreaming**   Ability to define and mainstream strategic directions and coordinate approaches and activities among RCRC Movement components as well as with external partners. | * Supports sectors to ensure that CEA issues are effectively integrated into the design, monitoring and implementation of relief and recovery activities in accordance with the CEA minimum commitments and actions. * Participates in inter-agency fora to ensure community engagement and accountability issues are mainstreamed into humanitarian action and that community engagement efforts and programs/services are coordinated to meet the specific needs of affected people and act on their feedback. | | * Strategizes and oversees the application of CEA approaches into multi-sectoral emergency operations to ensure that CEA issues are effectively integrated, including strategies to promote equal access and participation of persons of all gender identities, ages, disabilities and backgrounds. * Engages in dialogue with authorities and coordinates with partners and among Movement components to ensure CEA issues are mainstreamed into humanitarian action and that community participation efforts and programs/services are coordinated to meet the specific needs of affected people based on their community feedback. | |
| 1. **Capacity building**   Ability to enable increased knowledge and capacity of local staff and volunteers | * Understands how to assess existing CEA capacity gaps of staff and volunteers within the National Society * Conduct CEA related trainings or awareness sessions for staff and volunteers. | | * Strategizes with the NS senior management to determine long term CEA priorities and identify areas for capacity building. * Supports the National Society to develop policies, SoPs and strategies to institutionalise CEA in the longer term. * Ensures coordination of capacity building efforts across partners within the Movement and outside * Advises on the design and facilitation of CEA trainings particularly related to sectorial area of expertise. | |
| 1. **Community Participation**   Ability to share honest, timely and accessible information with communities about who we are and what we are doing, find ways to engage them in guiding programme design and delivery, and to set up systems for responding and acting on feedback, questions and complaints. | * Supports the inclusion of community participation in all phases of the operation through mainstreaming different techniques and activities across sectors. * Assesses and implements the most relevant and effective communication channels and community engagement strategies based the affected population’s preferences. * Understands and can apply community-centered approaches and identify sensitivities and sources of vulnerabilities, including supporting the participation of people with disabilities. * Understands existing community engagement approaches[[2]](#footnote-2) and rolls out activities to support and enhance quality, effectiveness and expand outreach of volunteers-based activities. | | * Ensures continuous review of appropriate communication channels and community engagement approaches, based on feedback from affected population and regular contextual analysis of information ecosystem. * Guides the process of ensuring vulnerabilities and special needs emerging from needs assessments are fed into emergency plans of action and sector/programme plans. * Support processes to ensure programme staff and volunteers apply a Protection Gender and Inclusion lens to community participation activities. * Guides the harmonization and coordination of participation and accountability mechanisms within the Movement. | |
| 1. **Community understanding**   Ability to collect, identify and analyse the social, cultural, economic and feedback data that can inform community engagement strategies. | * Understands and supports social science assessments and research looking at local cultures, community dynamics, power relations and key influencers, community concerns, preferred communication channels, and risky behaviours and practices to inform activities at all stages. * Supports the setting up of community feedback systems, ensuring feedback is collected, analysed and acted upon and used to make improvements to the humanitarian response. * Ensures community feedback systems can manage serious or sensitive complaints or feedback (i.e breach of the code of conduct, fraud and corruption and/or gender-based violence, sexual exploitation and abuse). * Understands and can identify and prevent risks with the collection, storage and reporting of sensitive information and data. | | * Designs, plans and coordinates the rolling out of social science assessments, surveys and community consultations at all stages of the response to collect insights on many cultural and contextual factors that could help or hinder an effective response (i.e rapid Knowledge, Attitudes and Practices surveys, FGDs, doers and non-doers analysis and other surveys). * Apply a CEA lens when analysing data and identifying gaps and trends related to community concerns, believes and feedback. * Supports the sharing of community insights (from community feedback systems) with the appropriate agencies and authorities and coordinate integrated community engagement strategies. | |
| 1. **Behaviour and social change communication**   Ability to share timely, actionable and potentially life-saving information with communities quickly, efficiently and at large-scale, using systems such as SMS, social media or radio broadcasts as a precursor to working with communities to address unhealthy and unsafe practices. | | * Supports relevant programme/sectors to analyse existing behavioural data as well as gender/cultural barriers and develops risk communication and community engagement materials and approaches to promote behaviour change. * Supports and guides the implementation of the most appropriate communication approaches to provide communities, with focus on the most vulnerable, with relevant and actionable life-saving and life-enhancing information as aid. * Supports sectors to roll out behavioural and social change processes. * Supports the application of innovative and participatory communication and community engagement approaches that enable communities to adopt behaviours that create safe, healthier practices. | | * Coordinates and guides multisector behaviour and social change communication interventions within the Movement and with partners |
| 1. **Evidence-based advocacy**   Ability to understand that communities are experts on the challenges that affect them and their solutions and enable communities to speak out and make their voices heard to influence decision-makers to act | | * Ensures community insights and regular feedback inform advocacy actions. * Guides teams to create spaces for communities to speak out at localized and national level * Advocates for actions to promote dignity, access, participation and safety of specific vulnerable groups or individuals | | * Defines ways in which Red Cross leadership can persuade decision makers and other opinion leaders to act in the interests of vulnerable groups and individuals based on community insights and feedback collected. * Support internal and external advocacy strategies including actions to promote dignity, access, participation and safety of specific vulnerable groups or individuals |
| **7. Sexual and Gender-based Violence Prevention and Response** | | * Demonstrates knowledge of prevention and response to sexual and gender-based violence responsibilities within the humanitarian response and supports community engagement approaches, including protecting the confidentiality and safety of the complainant and having a clear referral pathway (in coordination with PGI and HR). * Supports to define appropriate community engagement approach around prevention of PSEA and survivor-centred approaches. | | * Increases understanding and ensures community engagement approaches minimize the risk of gender-based violence, sexual exploitation and abuse. * Contributes to response wide strategy on PSEA-related complaints and feedback. |

1. The Core Competency Framework and Surge optimisation documentation is available on the IFRC [Fednet](https://fednet.ifrc.org/surgeoptimisation). [↑](#footnote-ref-1)
2. Such as VCA, CBHFA, CBDRR, PASSA among others [↑](#footnote-ref-2)