

DELEGATE PROFILE

Community Engagement and Accountability Coordinator



PROFILE OVERVIEW

Australian Red Cross deploys Community Engagement and Accountability Coordinators in response to disasters and crises around the globe as part of **International Federation of the Red Cross and Red Crescent (IFRC)** Emergency response and/or Recovery Teams. 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. Due to the COVID-19 pandemic the term risk communication and community engagement (RCCE) has been popularised. As outlined in the [Movement-wide commitments and minimum actions for CEA](#), CEA is highly adaptive to its context and consists of participatory approaches to feedback systems, risk communication and evidence-based advocacy. Therefore, CEA is seen as an umbrella term that includes risk communication and community engagement.

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.

KEY RESPONSIBILITIES

- Designs, plans and coordinates **community engagement assessments** and guide intersectoral work towards collecting information and feedback needs and channels as well as insights on socio-cultural and contextual factors that can inform planning and guide community engagement efforts
- 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**
- **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
- Assess/synthesize 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 assess and monitor communities' knowledge, attitudes and practices in relation to targeted
- 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
- **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
- **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



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- **Engages in dialogue with key stakeholders' leadership** to ensure community engagement issues and insights drive humanitarian action
- **Identifies partnership opportunities** with key local and international partners
- **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
- **Coordinates capacity building efforts on essential CEA aspects** within the Movement and outside.

KEY QUALIFICATIONS, EXPERIENCE, KNOWLEDGE + SKILLS

- University degree in a relevant area such as social sciences/behavioural/communication sciences **OR** equivalent experience
- 5 years of experience in a CEA related role, for example, beneficiary communication, social mobilisation, community engagement, communication for development, risk communication or accountability officer
- Experience in a coordination role, including with multi-sectoral stakeholders such as co-chairing a working group or coordinating an inter-agency project
- Experience in leading community engagement approaches and capacity building efforts of local organisations and mainstreaming CEA strategies
- Experience in developing teams as well as capacity strengthening including skills in coaching and mentoring
- Excellent analytical skills and knowledge of quantitative, qualitative and participatory research methodologies as well as experience of designing and implementing assessments and community consultations
- Experience in setting up and implementing feedback mechanisms and other relevant participatory activities
- Good understanding of current developments in the field of community participation, communication with communities, accountability to affected people, risk communication and community engagement, behavioural and social sciences, strategic communication, research approaches and activities
- Good knowledge of gender and diversity issues in humanitarian programming
- Extensive experience in facilitation and developing and delivering trainings

Preferable:

- Good ability to capture learning (challenges and opportunities) and use it to share actionable lessons learned, make improvements in programming and operations and advance institutional knowledge
- Good understanding of CEA issues in emergencies contexts developed through relevant experience in emergency contexts
- Good programme management and planning skills, with the ability to identify areas for improvements in programmes, operations and ways of working through the integration of CEA approaches Experience in planning targeted and appropriate behaviour change approaches
- Relevant experience in the Global South
- Experience in an international organisation or NGO

BEHAVIOURAL COMPETENCIES

- Strong communication skills both oral and written including experience in behaviour and social change communication as well as risk and strategic communication skills
- Excellent stakeholder engagement, including a strong ability to develop mutually beneficial partnerships.
- Sensitivity to challenging political contexts and understanding of risk management processes
- Proven good judgement, strong decision-making skills and the ability to work with complete integrity and confidentiality



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- Extremely flexible and adaptable, at ease in ambiguous high intensity environments and able to keep a consistent, courteous and positive attitude towards others
- 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
- Strong interpersonal skills and proficient in collaborative and cooperative approaches in teamwork
- Working level language skills of language(s) relevant to Asia Pacific – preferable.

For more information on **IFRC's Disaster & Crisis Management** work, please visit

<https://fednet.ifrc.org/en/resources/disasters/disaster-and-crisis-mangement/>