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30.11.3
Approved
Mr. M. P. S. HRA

14/7/2017

JOB TITLE: Camp Officer (COMMUNICATION: CRM & ORWs)
Department: Camp Management
Location: Gendrassa Refugee Camp, SW Maban County, Upper Nile
Date of Advert: 14/07/2017
Date of Closure: 03 /08/2017
Reporting to: Camp Manager

A. Organization Description:

ACTED (Agency for Technical Cooperation and Development) is an international NGO founded in 1993 and headquartered in Paris. Its activities range from emergency relief to development projects. ACTED South Sudan is currently looking for one (1) qualified candidate for the position of Camp Officer for its activities in Gendrassa Camp, SW Maban County.

B. Context:

Gendrassa Refugee Camp was opened in July 2012, covers 347 hectares, and currently has a population of roughly 17,500 individuals. There are 4 primary schools, 5 friendly spaces, and 2 public health clinics. Gendrassa is equipped with several communal infrastructures such as a community center, social leadership points, and also host to Radio Salam and a Vocational Training Center.

C. Responsibilities:

The Camp Officer strengthens communication pathways for Camp Management activities, under the guidance and supervision of the Camp Manager. The Camp Officer conducts community outreach activities, including community mobilization and information dissemination. Duties also include ensuring that the larger Camp Management team is receiving continuous and accurate information from defined communication pathways.

The Camp Officer will line manage two Camp Assistants – One Camp Assistant focuses on the Complaints and Response Mechanism and the second Camp Assistant focuses on managing our camp outreach team.

Primary Responsibilities:

Management:

- Closely manage Camp Assistants to ensure outreach team duties are completely fulfilled
- Build capacity of Camp Assistants
- Design and facilitate trainings with Camp Assistants for the outreach team





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- Coordinate assistance on vulnerability at camp management events with protection partners and other humanitarian agencies (food distribution, NFI distribution, etc.);

Information Management:

- Ensure that Outreach Reporting is accurate and completed on a weekly basis
- Keep close relationship with Information Officer, providing him/her with specified camp data on a daily basis
- Keep Frequently Asked Question sheets updated for CRM and outreach team
- With the Information Management Unit and Camp Manager, continue to develop the effectiveness of the Complaint Response Mechanism within the camp

Administrative:

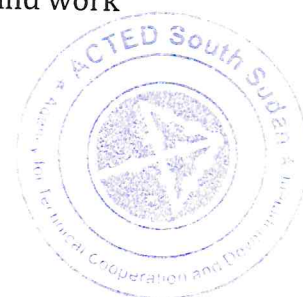
- Ensure that the outreach team is monitoring the entire camp on a daily basis
- Ensure that the Complaint Response Mechanism Desk is occupied on a daily basis
- Ensure all documentation and assessments are completed in a timely manor and filed appropriately (e.g. village reports, complaint reports, etc.)
- Line manage and appraise two Camp Assistants

Secondary Responsibilities:

- Liaise with Camp Officer counterpart in Kaya Camp to ensure that activities and approaches are harmonized
- Support Communication with Communities efforts
- Provide support in the organization of events at camp level
- Maintain excellent relations with all members of the community, listening and noting complaints and directing them to the appropriate staff member.
- Participate in the development of annual proposal, procurement, and work plan
- Perform any additional task as requested by the Camp Manager

D. Experience/ Qualifications:

- Excellent spoken and written English, essential
- Excellent spoken Arabic essential, written preferred
- Degree in International Relations or other relevant field
- Minimum 3 year working experience in camp management or community mobilization with an NGO in large-scale humanitarian operations, preferably involving refugees or IDPs OR the ability to demonstrate transferable skills and experiences that relate to the above job description
- Experience writing donor reports, preferred
- Familiar with Word, Excel, PowerPoint
- Diligence in filing and record-keeping
- Highly motivated individual with the ability to take initiative and work





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independently

- Experience managing staff, preferred
- Strong commitment to working for the improvement of the refugee population's life standards
- Willingness to work and live in a multicultural environment in a rural area
- Positive attitude

Applications

- Applications should be submitted in English, and should include:
 - detailed CV
 - cover letter
 - photocopy of all university degrees
 - photocopy of national ID card,
 - Photocopies of work certificates related to past jobs.
- All applications should be submitted to the ACTED Country Office in Juba (Hai Malakal, and Maban (Doro Compound) in hard copy by August 03, 2017.Or by mail to john.kibo@acted.org; gendrassa.administration@acted.org; stephanie.mikkelson@acted.org
- Shortlisted candidates will be contacted by ACTED Human Resources Department within two weeks of the application deadline.
- Application materials are not returnable, therefore applicants are strongly recommended not to submit original documents.
- Note: This position is open to South Sudan Nationals & Women are encouraged to apply

