

**TERMS OF REFERENCE****JOB TITLE:** REACH Communication Manager**Department:** Reach**Location:** Juba (Nationwide)**Date of Advert:** 20/12/2016**Date of Closure:** 10/01/2017**Reporting to:** Country Reach Coordinator/Reach Assessment Manager.

REACH was born in 2010 as a joint initiative of two International NGOs (IMPACT Initiatives and ACTED) and the United Nations Institute for Training and Research (UNITAR) Operational Satellite Applications Programme (UNOSAT). REACH's purpose is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts, supporting and working within the framework of the humanitarian reform process. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Their interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Their 3,300 staff is committed in to responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development

CONTEXT / COUNTRY

REACH, with support from ACTED, has been implementing programming in South Sudan since 2012. Responding to the Sudan Border Crisis, REACH initially engaged through coordinated information management support – in the form of refugee camp mapping and service provision analyses, thematic assessments, and multi-sectorial needs assessments – in Maban County, Upper Nile State and Pariang County, Unity State. REACH staff were also engaged by DFID to provide a series of impact evaluations of their BRACE programming across Greater Bahr el Ghazal and Upper Nile States in 2013; a programme with run for two years, included 5 total assessments, and touched a total of more than 20,000 households. Immediately following the conflict of December 2013, REACH expanded its programming to include the IDP response, participating in Initial Rapid Needs Assessments of conflict affected areas, providing mapping and monthly service provision analyses for major IDP sites around the country, and running large-scale IDP return intentions assessments.

2016 has seen the expansions of REACH programming to 9 of 10 states, spanning the refugee, IDP and development responses, and covering diverse activities such as cross-border port monitoring, assessments of hard to reach areas, flood mapping and vulnerability analysis, market monitoring and supply chain analysis, analysis of tensions and conflicts over access to natural resources, and third party monitoring of humanitarian and development programming.



In the coming year, REACH programming will focus on integrating ongoing assessments into a common data stream, expanding the geographic scale of activities, connecting information streams to surrounding countries that are impacted by events in South Sudan, and continuing to adopt a beneficiary-centric approach to data collection that puts that needs of affected populations, and the return of information to them, at the center of our work.

The project:

The position: Under the supervision of the REACH Country Coordinator and the REACH Assessment Manager, and in collaboration with REACH Assessment Officers, REACH GIS officers, the REACH Communication Manager (CM) is responsible for the successful implementation of REACH's Communicating with Communities strategy.

REACH is dedicated to increasing its focus on meeting the information needs of disaster affected communities across South Sudan, and requires a dynamic, innovative and experienced professional to fill. The CM will work to identify key strategies, approaches and techniques that can be integrated into all assessments REACH conducts that work toward identifying these needs and returning this information back to those who needed. This position will cut across all of REACH's programming and will require close collaboration with both REACH staff and humanitarian, development, private sector and government partners. This position will work closely with experienced national and international staff members; it will be Juba-based but will require a considerable amount of time (75%) in field and deep-field locations.

CHAIN OF COMMAND

Under the authority of:

- In country: ACTED Country Director
- In country: REACH Country Coordinator
- In country: REACH Assessment Manager

Responsible for:

- Their own activities
- Junior national staff
- Enumerators

WORKING RELATIONS

Internal Relations:

- ACTED Country Director
- REACH Country Coordinator
- REACH GIS/ Assessment Manager
- REACH GIS/ Assessment Officers
- REACH Field Coordinator

FUNCTIONS

Summary

The REACH CM shall be responsible for:

- Planning and implementing an organization wide strategy of communicating with disaster affected communities
- Integrating REACH CWC strategies with that of partners
- Supervision of and capacity building in junior national staff
- Ensuring compliance with REACH CwC strategy
- Any other tasks need to ensure the success of the REACH mission in South Sudan

Planning and implementing an organization wide strategy of communicating with disaster affected communities

In direct collaboration with the REACH CC and AM, the REACH CM will be responsible developing, planning and implementing an organization wide strategy for improving our communication with disaster affected communities. This strategy will, by necessity, cut across multiple divergent assessment activities that cover a multitude of themes and



extended across all (former) states of South Sudan. It will also integrate our mandate to fill information gaps in the humanitarian response with our emerging commitment to deliver products that also meet the information needs of disaster affected communities themselves.

CwC related capacity building in REACH Staff

The REACH CM will be responsible for building capacity in National and International Staff related to the REACH CwC strategy

Ensuring compliance with REACH CwC Strategy

The REACH CM will be responsible for ensuring all REACH staff, and REACH assessment methodologies (as appropriate), comply with the REACH CwC Strategy

Any other tasks need to ensure the success of the REACH mission in South Sudan

The REACH MEO may be called upon to work on other REACH programmes in various locations in South Sudan as needs dictate and the security situation allows

Accountability to Communities and Beneficiaries

The staff member is responsible for ensuring that all relations with the communities we work are conducted in a respectful and consultative manner. Due attention must be paid to ensuring that communities are adequately consulted and informed about ACTED programme objectives, activities, beneficiary selection criteria, and methodologies. This is the responsibility of every ACTED staff member.

QUALIFICATIONS AND EXPERIENCE

- Minimum of 5 years of work experience, with ever increasing responsibility, in humanitarian and/ or development organizations required
- Minimum of 2 years of experience with CWC preferred
- Minimum of 2 years of experience managing permanent staff members required
- Willingness and demonstrated ability to take ownership over organizational programming required
- Bachelor's degree in relevant field required; Master's preferred
- Demonstrated ability to manage large programmes covering multiple field locations required
- Fluency in English, Arabic and one other local language required
- Clear understanding of the humanitarian response architecture in South Sudan required
- Strong skills with the Microsoft Office Suite required
- Professional quality writing skills required
- Considerable experience hiring and managing casual laborers preferred
- Considerable experience conducting focus group discussions and participatory evaluation exercises required
- Ability to operate in a cross-cultural environment requiring flexibility required



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, by January 10, 2017. Or by mail to
juba.hrofficer@acted.org; juba@acted.org; eric.kramak@reach-initiative.org;
katie.rickard@reach-initiative.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.