

## Internews Network

### Job Description

**Job Title:** Senior Communication and Community Engagement Officer  
**Location:** Juba, South Sudan  
**Supervisor:** CCE Adviser  
**Application Date:** 2/7/2020 – 21/7/2020

### GENERAL FUNCTION

Internews Network is an international media development organization based in Washington in North America and London in Europe, whose mission is to give people a voice and the information to empower communities. Internews has been working in South Sudan since 2006 to establish community radio stations across the country which are run by and for local communities. We also implement other humanitarian activities across the sector, including actively working to meet the critical information needs of internally displaced peoples who have been impacted by conflict.

As part of its response to the COVID-19 pandemic in South Sudan, Internews implements a health communication-COVID-19 project to ensure the reach of public health messaging efforts around the COVID-19 outbreak, as well as widespread dissemination of accurate, timely, actionable COVID-related information to the population in South Sudan. The project will facilitate a two-way communication with the affected population, in understanding and addressing hyper-local information needs that are not solely concerned with health behaviors, and can identify, discuss, analyze, debunk, and mitigate rumors and misinformation related to COVID arising at local levels.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participate in COVID-19 RCCE working group meetings and represent Internews in community mobilization and community engagement subcommittee and rumor tracking subcommittee to strengthen response to COVID-19; maintain and update a database with relevant contacts.
- Provide capacity building support to media partners, CEN and BBTT teams to strengthen their knowledge of community communication and engagement (CCE) techniques and tools.
- Ensure the media partners provide feedback collection channels for audience to raise COVID-19-related questions, concerns and rumors including issues to be addressed by service providers and public authorities.
- Gather (including telephone call) & analyze community feedback on health & COVID-19 through media partners & correspondents to identify key information needs & inform appropriate responses.
- Improve the quality of feedback gathered and reported by the partner media reporters and community correspondents through training.
- Liaising with media partners on rumor tracking and Explore new ways of engaging with communities and channeling their feedback to service providers and duty bearers.
- Produce a biweekly feedback survey bulletin tailored to the COVID-19 response with reliable information that guides the design and adaptation of relevant content addressing public concerns.
- Conduct one-to-one meetings with Media partners and BBTT teams to assess current community engagement needs and gaps, and to strengthen their overarching CCE strategies.
- Provide capacity building support media partners to have a better understanding of the communications tools and strategies for improved community awareness, engagement, mobilization and accountability by delivering presentations, training sessions and workshops.
- Ensure BBTT COVID-19 Programs and rumor tracking feedback collection run smoothly.



- Support IOM with rumor tracking and narrow casting in Wau with the technical support of Internews i.e. through train & mentor IOM's community engagement team in implementing BBTT-like activities
- Produce and disseminate specific content that addresses rumors in the community; and Keep the media partners apprised of the feedback from affected communities.
- Ensure all deliverables are met on time to a high standard.
- Deliver regular Weekly reports support COVID-19 Response decision making process and radio programming.
- Work closely with the project manager to support the reporting duties.
- Support research activities (including surveys, focus group discussions etc.) to learn and build the program.
- Support success stories collection for review and submission with monthly reports
- Understanding of and demonstrated commitment to upholding Internews' Core Values

### **ESSENTIAL SKILLS AND EXPERIENCE:**

- Ability to write compelling and engaging reports and general content in exceptional English with extraordinary attention to detail.
- Relevant university degree in social science, health, media, communication or international development,
- At least 2 to 3 years working experience in Communication and Community Engagement projects, and community accountability, with a strong focus on the community feedback loop,
- A thorough understanding of the work of the media, service providers, humanitarian and development agencies, including working within the UN cluster system.
- Strong communication and diplomatic skills.
- Proven ability to develop and monitor work plans and training plans.
- Practical experience in establishing and operating training programs.
- Experience in designing manuals, training materials, campaigns, promotional items etc.
- Ability to adjust to shifting political circumstances and create programming accordingly.
- Sensitivity to cross-cultural dynamics in the work place and experience supervising staff.
- Must be self-reliant, resourceful, good problem-solver, good humored, and flexible.
- Fluency in English required

This is a locally recruited position. The person hired may be sent to field support missions.

### **How to Apply:**

1. Email your application to [job-southsudan@INTERNEWS.ORG](mailto:job-southsudan@INTERNEWS.ORG): or submit a hardcopy to Internews Country office at (Afex Riverside Camp)
2. Include an attachment of your Resume and CV with three professional Referees
3. Remember to include a telephone number and an email address so we can contact you
4. ONLY shortlisted candidates can be contacted for interviews
5. Please note, these positions need to be filled rapidly. Applications will be reviewed on a rolling basis.

**This position is open for South Sudanese nationals only.**

The closing date for receiving applications for this position is July 21<sup>st</sup>, 2020 at 5:00 PM. Applications received later than this date will not be considered.

