



# ICRC

International Committee of the Red Cross (ICRC), South Sudan

The International Committee of the Red Cross (ICRC) is an impartial, neutral, and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of war and internal violence and to provide them with assistance. It also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

**The ICRC values diversity and is committed to creating an inclusive working environment. We welcome applications from all qualified applicants specially women and persons with disabilities.**

**External/Internal Vacancy Announcement**

FUNCTION: **Communication Officer 2 - Community Engagement Officer | B2**  
PLACE OF EMPLOYMENT: **JUBA**

## PURPOSE

The **Community Engagement Officer** supports the delegation in its efforts to document, review and improve practice in line with the AAP institutional framework and proximity communication, aiming at enhancing the acceptance of the ICRC. By engaging key stakeholders helps to facilitate access to people in need and improve security for and impact of ICRC operations. He collaborates with the Operational Communication Officer and sub-delegations in designing, delivering, monitoring, and evaluating to design, deliver, monitor and evaluate operational communication and community engagement activities. He supports the integration of feedback from communities into ICRC's programme cycle and enhancing accountability of the organization towards those it seeks to assist and protect.

## **Functional Responsibilities:**

- Support in the design and rollout a community engagement strategy and a plan of action in coordination and support of assistance and protection activities.
- Contributes to create and develop a feedback mechanism of communities and beneficiaries on ICRC services and to promote accountability to affected populations. Organizes and carries out regularly field visits/support to the sub-delegations with aim to participate in and contribute to field communication programmes and community engagement activities as deemed priority.
- Develops, leads and delivers community engagement related training and coaching to staff of other departments and field sub-structures when needed.
- Supports line managers of communication staff by providing on-the-job coaching, identifying training needs and facilitating assessment of capabilities through performance management and development activities.
- Prepares timely, accurate and relevant reports, analysis and evaluation on operational communication and community engagement activities and strategies.
- Assist in the planning, development, and implementation of community-based programs and initiatives.

## **Community Engagement Strategy Development.**

In coordination with the line manager:

- Assist in setting the objectives and orientation of the delegation's community engagement/ operational communication activities in cooperation with management, field offices and other departments in line with Delegation operational priorities and the delegation communication strategy.
- Assists in formulating community engagement and operational communication strategies with developing guidelines, approaches, and programs.
- Contribute to the definition of the delegation's overall desired identity and key messages. Periodically reviews its external position on priority issues of themes to ensures operational communication tools continue to be relevant and appropriate to achieve the desired identity.

**Only short-listed candidates will be contacted.**



- Assist to develop and update relevant tools, methodologies and approaches to enable attainment of community engagement goals and objectives of the delegation and its sub-delegations.
- Develops networks relevant to specific humanitarian concerns, acceptance of the ICRC's mission, strategic objectives and activities and improving its access to people in need – Supports the development of delegation's broader network of contacts in line with anchoring and operational objectives.
- Proactively or on request, leads, contributes and participates in working groups, taskforces and other delegation or sub-delegation mechanisms.
- Supports and provides trainings to Com teams and ICRC Staff
- Assists line manager by contributing to the delegation's analysis of political, security, military, humanitarian and other developments related to ICRC reputation/perception management and capacity to operate.
- Represents the ICRC to diverse audiences in line with the delegation's objectives.
- Represents or replace the Head of Thematic Unit when required.

### **Support to South Sudan Red Cross (20%)**

In consultation with the National Society Communication Officer and coordination with the line manager;

- Provide technical support to the South Sudan Red Cross focal points when deemed necessary with focus on capacity building in areas of Community Engagement and alignment of a shared vision of a joint feedback approach.

### **ADDITIONAL DUTIES**

- Follows up on all work-related messages and correspondence with the relevant contacts and departments.
- Is aware of the delegation's objectives and has a good knowledge of the movement and other contacts relevant to the position.
- Represents the ICRC in an appropriate way during activities, in meetings and in the field, and avoids any activity that may reflect negatively on the ICRC's image.
- Takes responsibility of their own professional learning and development

### **MINIMUM REQUIREMENTS:**

- Bachelor's degree in communications, Development Studies, Political Science or Sociology. Master's degree in a relevant subject an advantage.
- High level written and oral communication skills in English, and another relevant language for the region. Knowledge of Arabic and other local languages is an added advantage.
- 5 years' work experience preferably in a humanitarian organization including experience in Community engagement, community-based protection and Monitoring and Evaluation. Familiarity with the Socio-economic, political, and humanitarian context of South Sudan.
- Excellent communication, presentation and networking skills.
- Excellent in computer and data analysis skills using Microsoft Office Package and other relevant applications.
- Proven experience as a trainer/coach, in capacity building and delivery of programmes is a distinct advantage.
- Willingness to travel regularly across South Sudan.

### **Application instructions.**

Applicants are requested to create an account online in the e-recruitment system via [Job Ad | Southsudanjob.com](https://southsudanjob.com) before applying. All applications must be submitted online through E-Recruitment System until **10, September 2024** to the attention of the **HR Manager**.

A one-page Cover Letter and CV of no more than 2 pages, in English should be provided to support your application. Position is open to South Sudanese nationals only

**ICRC does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment, and discrimination.**  
**All selected candidates will be subject to rigorous reference and background checks.**  
**All applications will be treated with the strictest confidence.**



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