



**Internews Network**

**Job Description**

**Job Title:** Humanitarian Liaison Officer  
**Location:** Malakal, South Sudan (**NON-RELOCATABLE**)  
**Reports To:** Humanitarian Project Manager  
**Department:** Humanitarian Information Service  
**Application Period:** 15<sup>th</sup>/10/2019 – 06<sup>th</sup>/11/2019

**GENERAL FUNCTION**

Internews Network is an international media development organization based in Arcata, CA and Washington, DC whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect, and the means to make their voices heard. Internews has been working in South Sudan since 2006 to establish community radio stations across the country, and to train South Sudanese journalists to operate them. We also implement other activities across the sector, including actively working to meet the critical information needs of the South Sudanese communities who have been impacted by the recent conflict.

Internews is implementing an exciting project to meet the information needs of the Internally Displaced Persons (IDPs) in Malakal, communities and returnees in Upper Nile. The Humanitarian Liaison Officer (HLO) will develop Internews' effectiveness in humanitarian programming and critical humanitarian partnership building. S/he will work closely with UN Agencies and humanitarian partners to help them communicate critical information to communities through multiple platforms, including a community radio station. The HLO will work closely with communities to ensure they have a voice and a way to give their feedback on services provided. The position is based in Malakal at the Humanitarian Hub, UNMISS log base for the duration of the project, with frequent travel between the sites as required. The HLO reports to Humanitarian Project Manager (HPM) and works closely with the HPM on project planning and coordination.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Lead on relationships with humanitarian partners (UN and NGO) relevant to the two sites to strategize about messaging; represent Internews in all relevant coordination fora and through bilateral interaction with key partners; maintain and update a database with relevant contacts;
- Provide capacity building support to all stakeholders: humanitarian partners, Internews' team leader and community mobilization teams to strengthen their knowledge of community communication and engagement (CCE) techniques and tools.
- Improve the quality of feedback gathered and reported by the community correspondents through training.
- Work closely with humanitarian project manager to support the reporting duties.





- Explore new ways of engaging with communities and channeling their feedback to humanitarian service providers. Produce a weekly humanitarian bulletin that is shared with NGOs to reflect community concerns.
- Conduct one-to-one meetings with UN agencies and partner NGOs to assess current Communication and Community Engagement needs and gaps, and to strengthen their overarching CCE strategies.
- Support agencies to have a better understanding of the communications tools and strategies they can deploy for improved community awareness, engagement, mobilization and accountability by delivering presentations, training sessions and workshops.
- Support partners to operate in a more strategic and coordinated way to identify critical issues to pool together and accountability resources for greater program impact.
- Identify multiple communications channels agencies could potentially employ to strengthen community engagement - outside of or alongside the Internews Humanitarian Information Service e.g., participatory media, video, outreach workers, art installations, community dramas or songs - developing more space for agencies to have 'conversations with communities' and to respond better.
- Assist trainers in the capacity building of focal community correspondents on information gathering techniques, humanitarian communication, including Communications with Communities, behavior change communications, script writing, and technical aspects of mixing program content.
- Manage the audio delivery processes and find innovative ways to expand these e.g., mobile phones, static speaker sites, mobile speakers etc.
- Manage dedicated listening groups, building the number of groups, listeners and sites where the program is played.
- Attend agency meetings as needed.
- Ensure all deliverables are met on time to a high standard.
- Support research activities (including surveys, focus group discussions etc.) to learn and build the program.
- Deliver regular (e.g., weekly M&E) program reports and newsletters and liaise with donors as needed.
- Produce multimedia materials (blog posts, photos, tweets etc.) from the project for external audiences; liaise with communications sections within Internews to promote the project.
- Understanding of and demonstrated commitment to upholding Internews' Core Values

#### QUALIFICATIONS:

- Ability to write compelling and engaging reports and general content in exceptional English with extraordinary attention to detail.
- Relevant university degree in media, communication, international development, or humanitarian sector (desired).
- Experience in Communication and Community Engagement projects, and community accountability, with a strong focus on the community feedback loop into the humanitarian system.





- A thorough understanding of the work of humanitarian and development agencies, including working within the UN cluster system.
- A solid background in journalism and/or communication for development.
- 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 workplace 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 won't be provided with flights to Juba and accommodation. Kindly Note that South Sudanese Nationality is required.**

**How to Apply:**

1. Email your application to **job-southsudan@INTERNEWS.ORG**: And hand delivered Applications should be submitted to **UNYDA office in Malakal town** or to **Nile FM at the Humanitarian hub**.
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.

The **closing** date for receiving applications for this position is **November 06<sup>th</sup>, 2019 at 5:00 PM**.

Applications received later than this date will not be considered.

