## TOOL 21

# CEA RESPONSIBILITLIES TO INCLUDE IN JOB DESCRIPTIONS

Community Engagement and Accountability / IFRC / June 2016

## OVERVIEW

The bullet points below are examples of key community engagement and accountability (CEA) responsibilities which can be included in job descriptions, and which reflect the actions listed in the CEA minimum actions and guide. Which job roles include CEA and which of the specific responsibilities listed below are relevant is at the discretion of the programme manager or senior leadership.

A template Community Liaison Officer job description is also included below. It is based on a document from the British Red Cross[1], which can be referred to for further information.

## KEY RESPONSIBILITIES

**General**

- Integrate CEA into National Society strategies, frameworks, policies and plans, setting out how CEA activities and approaches will be implemented while also identifying who is responsible and the necessary budget and timelines
- Integrate CEA approaches and activities into programme plans and operations, outlining how CEA will be implemented at each stage of the programme or disaster cycle
- Integrate CEA into M&E processes for the programme, ensuring communities are consulted and feedback is regularly collected and documented to understand levels of satisfaction with the project. Programmes should be adapted throughout implementation based on this feedback
- Raise awareness of the importance of CEA with senior management, staff and volunteers through presentations and briefing sessions
- Plan, manage and deliver CEA training to staff and volunteers
- Ensure all staff under your management have reviewed the CEA minimum actions, guide and toolkit and that all volunteers have been briefed on and signed the code of conduct

**Participation and feedback**

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[1] Tasks and skills needed for community liaison – example job description for emergencies, British Red Cross Accountability to Beneficiaries in MSM.

- Ensure programme staff and volunteers have a full understanding of the communities they are working with, including the community dynamics, culture and power relations between different groups
- Share and discuss timely, accurate and relevant information regularly with communities, about programme activities and progress, using the best communications approaches to engage with different groups
- Provide communities with opportunities to participate in and guide Red Cross Red Crescent programmes and operations, from assessment through to evaluation
- Ensure all volunteers working on a programme or operation receive basic communication and complaint handling skills training
- Develop strong and open relationships with key community stakeholders and establish community committees or representatives if needed, ensuring they fairly represent the full cross-section of the community, including men, women, boys, girls and vulnerable groups
- Ensure selection criteria is discussed with the community and communicated clearly to everyone
- Establish a formal mechanism to capture, monitor, respond to and act on feedback and complaints from communities. This mechanism must be designed with input from community members to ensure it is safe, non-threatening, and accessible to all (including women and men, boys and girls, and vulnerable and marginalised groups)

### Information as aid
- Ensure assessments include questions on peoples' information needs and preferred communication approaches
- Based on community feedback and assessment data, identify and utilise the best communication approaches to provide communities with relevant and actionable life-saving and life-enhancing information
- Carry out regular checks as part of monitoring to ensure information shared with communities is understood, relevant and useful and update as necessary

### Behaviour and social change communication
- Based on community feedback and assessment data, identify and utilise the best communication approaches to support communities to address and change unhealthy and unsafe practices
- Supports programmes and operations to adopt innovative approaches to better understand and engage with communities on key health and behaviour change issues
- Carry out regular checks as part of monitoring to ensure behaviour and social change approaches are appropriate and having an impact on communities and adapt as necessary

### Evidence-based advocacy
- Support communities to identify the key issues that affect them and raise these with decision and policy-makers
- Represent the needs of communities at meetings and workshops with decision and policy-makers

# TEMPLATE JOB DESCRIPTION

*For managers to consider tasks and skills needed in teams - the below can be used to recruit specific Community Liaison staff <u>or</u> integrated into other JDs as appropriate.*

## Overview

The Community Liaison Officer (CLO) works closely with programme teams to foster relationships with local organizations, CBOs, committees, and the wider community, and ensure strong community engagement as part of the response. They should work in close collaboration with all RC programmes being implemented in the community.

## Major responsibilities

1. <u>Build opportunities for dialogue and collaboration with key community stakeholders.</u>
   - Serve as a day-to-day point of contact with communities to foster relationships.
   - Map local stakeholders and ensure appropriate approaches are identified to increasing our dialogue and transparency with them.
   - Act as a reference point for programme teams on the different community stakeholders, and how best to engage with them.

2. <u>Ensure regular and quality communication between RC and community members.</u>
   - Based on the local context identify appropriate channels for communication.
   - With programme teams develop communication messages and materials to explain about the RC programmes.
   - Support programmes team to ensure activities are implemented in a transparent manner, and there is communication with communities via multiple channels.
   - Encourage hygiene promotion teams to also deliver information on sanitation infrastructure activities.

3. <u>Facilitate participation of community members, in particular more vulnerable groups, in programme activities and key programme decisions.</u>
   - Support programme teams to conduct participatory activities with the community, including focus group discussions, formation of committees, strengthening existing committees, design of infrastructure.
   - Identify ways in which the voice of more vulnerable groups can be heard.
   - Identify opportunities for programme teams to work with committees and representatives to make decisions together.
   - Identify opportunities to feed information on decisions back to the community

4. <u>Ensure feedback and complaints are collected, processed and responded to.</u>
   - Based on the local context identify appropriate means for community members to raise complaints and feedback with RC.
   - Ensure complaints and feedback are documented, and passed to managers for action.
   - Support programme teams to respond to complaints.

## ICRC

## International Federation of Red Cross and Red Crescent Societies

Work with M&E staff to undertake satisfaction reviews of programmes with community members.