



EXTERNAL VACANCY

Haitian Red Cross in collaboration with American Red Cross is looking for

(1) Senior Beneficiary Communications Coordinator (National)

Reporting to : Canaan Urban Development Program Manager

Technical supervision by: Senior National Accountability to Beneficiaries (AtB) Manager on AtB matters

Frequent contact with: AMEL department, communications department, project teams, and ARC Haiti Delegation Team

Location : Port-au-Prince, Canaan Field Office

Contract duration: 1 year, extendable

Background: The American Red Cross (ARC) International Services Department (ISD) seeks to prevent and alleviate human suffering around the world by responding to disasters; building safer, more resilient communities; and educating future humanitarians. In pursuit of this mission, ARC mounted a major response to assist Haitian communities in the wake of the devastating 2010 earthquake, and the ARC Haiti Assistance Program (HAP) was established to direct that response. Over the past year, HAP has transitioned from a response and recovery mode to a sustainable development approach aimed at enhancing resilience in targeted communities over the longer term.

Program Background:

The American Red Cross (ARC) Haiti Assistance Program (HAP) was established to direct the organization's response to the 2010 earthquake in Haiti. HAP activities focus on integrated community recovery and preparedness interventions in Haiti working within the Red Cross/Red Crescent network, particularly with the Haitian Red Cross (HRC) and also through external partners.

ARC will be working closely with HRC to support resilient social cohesion in Canaan, in alignment with the Government of Haiti's (GoH) strategic development vision for the area. Canaan is an emerging city developed since the 2010 earthquake that is comprised of several distinct neighborhoods, including Jerusalem, Canaan, Onavil and St. Christophe. Given the unique development history of the zone, the diversity of neighborhoods, and the geographic scale, an innovative approach to community engagement will be required.

This Canaan Social Engagement Program is aligned with the GoH strategic development vision for Canaan and will strongly coordinate with existing actors in Canaan, including existing community structures, local and international NGOs, and the GoH. The Program proposes to support resilient social cohesion through targeting the following four objectives:

- 1) Strengthening community representation structures to improve the community's capacity to dialogue with national and local governments, as well as international organizations.
- 2) Improving community preparedness against, and response to, natural disasters through increased understanding of local natural hazards and risks and response methodologies.
- 3) Improving the local environmental conditions through increasing community understanding of local environmental concerns and supporting the community through small projects.

4) Increase the Haitian Red Cross volunteer network for community health and disaster risk reduction.

This Program will be implemented in collaboration with the Haitian Red Cross, follow GoH strategic directives, and coordinate with future development actors to ensure they responsibly engage the communities of Canaan.

Position Background:

The **Beneficiary Communications Coordinator** will be responsible for developing a communication strategy, both for dialoguing with the community and for external stakeholders (in particular national and international media). The communication strategy with the Canaan population should be devised in coordination with the Sr. Social Mobilization Coordinator and rely upon robust AtB mechanisms and AtB principles. The communication strategy with external stakeholders should be aligned with ARC Haiti HQ and National HQ communication policies, be sensitive to GoH strategic directives, be coordinated with other major implementing partners in Canaan, and share community voices and perspectives.

In order to operationalize this, the Beneficiary Communications Coordinator will directly report to the Canaan Program Manager and report on technical issues related to AtB to the Sr. National AtB Manager. S/he will oversee an Accountability to Beneficiaries Officer and the AtB hotline for all international agency programs in Canaan aligned with ARC. S/he will ensure the smooth implementation of the AtB minimum standards in Canaan and will closely coordinate with the rest of the program team and with AtB focal points of other organizations in Canaan. The Beneficiary Communications Coordinator will work closely with ARC Haiti HQ, ARC National HQ, and partner organizations' communications departments to develop coordinated communication strategies, key messages, and communications materials related to the broader Canaan urban development program.

The Beneficiary Communications Coordinator will be strongly motivated to support the communities of Canaan, be very well organized, accountable to deadlines, and able to work both independently and as part of a team.

Specific duties and accountabilities:

The duties and responsibilities of the Beneficiary Communications Coordinator include but are not limited to:

- Ensure consistent and systematic application of AtB standards in all ARC-financed programs in Canaan.
- Coordinate with AtB focal points of other organizations in Canaan to ensure consistent messaging, sensitization and practices.
- Develop a communication strategy for external stakeholders that is sensitive to the changing context, aligns with ARC strategy, and that highlights community voices.
- Work with the Social Mobilization Team to collect the stories and perspectives of Canaan residents, both those that participate in program activities, and those who do not.
- Manage the Accountability to Beneficiaries Officer. Train and organize the technical material and schedules for supporting Field Officers from the Social Mobilization Team and HRC volunteers.
- Coordinate with the ARC Haiti HQ Communications Team and ARC National HQ Communications Team to monitor discourse on Canaan and ensure coherent communication strategies.
- Organize and lead site visits with important visitors and convey program values and community needs.
- In cooperation with Senior National AtB Manager, provide specific training to internal and partner staff on information provision, beneficiary participation, as well as in the receiving, management and response to community feedback.
- Provide to the Canaan Program Manager monthly and quarterly reports with a work plan and support as necessary the program reporting mechanisms. Draft monthly AtB report that highlight transparency/information sharing and participation

- Conduct the Performance Development Process (PDP) for subordinates (AtB Officer) on a timely basis
- Constantly collect community feedback on ARC and other agencies working on Canaan and keep senior program management up to date.
- Effectively collaborate with colleagues: Canaan Program staff, ARC Haiti HQ support staff, HRC counterparts, etc.
- Network and build meaningful relationships with stakeholders (local governments, CBOs, NGOs, Religious groups and other agencies) in the related field for experience sharing.

Specifically regarding AtB, ensure that the following AtB components are developed and implemented in a quality manner:

Transparency and information sharing:

- Establish and implement standards and a strategy for sharing information with communities in accessible ways. Collaborate with volunteers and field teams so that organizational and program information provided is regularly updated.
- Support program staff to write pertinent informational, and translate and order/print copies. Support program staff to then implement and dissemination this information in a strategic manner.
- Regularly update and disseminate program questions and answers (Q&As) documents to ensure consistent messaging to beneficiaries. Work closely with field teams to ensure Q&As reflect issues arising from the communities.

Feedback and Response Mechanism (FRM)

- Ensure that responses to community feedback are provided within 15 days and in accordance to the ARC Feedback and Complaints policy;
- Centrally document responses via the AMEL Feedback Officer where the FRM database is available;
- Ensure that the external FRM flowchart is displayed in communities' notice boards;
- In cooperation with AtB colleagues in Port-au-Prince, explore the possibility to put in place a system at community level (*Help desk, Feedback & Suggestion Group, etc.*) that will enable beneficiaries to manage their own issues.
- Maintain the confidentiality and security of community feedback and complaints by storing hard copy documentation in a secure manner.

Participation/Consultation

- Work with the Social Mobilization Team to conduct community dialogue meetings to provide information on the RCRC movement, the Canaan program, ARC core values, and progress reports and updates.
- Support the Social Mobilization Team to enhance the participation of beneficiaries through capacity building, support to community organizations or other means in line with the program strategy. Ensure that community visits are documented, compiled and regularly shared with AMEL and the program manager for decision-making.

Responsibilities of All Red Cross Core Staff

- Support the realization of overall ARC HAP goals through effective teamwork and occasional cross support to other programs.
- Promote clear and effective communication through regular administrative documentation of work progress.
- Understand and implement the Core Principles of the Red Cross Red Crescent Movement.
- Establish good working relationship with fellow national and international staff.
- Develop a good working relationship with HRC.

Desired Qualifications:

Bachelor's degree in social sciences, communications, community development or relevant diploma in health, education, etc.

At least 5 years' experience working in community based development and with international organizations
Demonstrated ability to discuss and communicate effectively with program team, beneficiary' communities, government and other stakeholders at local level.

Good knowledge of Red Cross Accountability to Beneficiaries standards and understanding of two-way beneficiaries' communication

Fluent in written and spoken French and Haitian Creole

Fluent in written and spoken English

Willingness to work a flexible work schedule (e.g. to meet with communities on weekends)

Proficient in relevant computer applications and managing database

Commitment to the Red Cross and Red Crescent Code of Conduct

Willingness to learn and innovate, flexibility, dedication and creativity

Sound report writing skills

Ability to work effectively under pressure and to organize and prioritize competing activities

The American Red Cross is an Equal Opportunity/Affirmative Action Employer.

The rules of conduct form an integral part of this contract and must be signed by the employee upon employment.

Interested candidates should send their Curriculum Vitae with cover letter, all copies of certificates or diplomas, copy of ID card (NIF or CIN), certificate of police record by 5:00 pm 10 April 2015 at the following addresses:

*Att.: Human Resources : Senior Beneficiary Communications Coordinator (National)
American Red Cross Office
22, rue Métellus, Pétion-Ville, Haïti, HT 6110*

Or at : amcrosshrrecruitment@gmail.com

Please notice that only selected candidates will be contacted.