

# Community Outreach Focal Point

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Web :



## Job Summary

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Vacancy :

Deadline : Oct 19, 2024

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Employment Status : Full Time

Experience : Any

Salary : As per organization salary scale

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### About WADAN:

Established in August 2002, WADAN is an indigenous, government registered NGO. We undertake community and institutional development, civic education, education, drug control, human rights, anti-corruption and child protection initiatives. WADAN is headquartered in the capital, Kabul, has offices in the provinces that provide national coverage. We have worked in all 34 provinces. For details please visit our website at [www.wadan.org](http://www.wadan.org)

### Job Description:

#### Reporting line:

The Community Engagement Focal Point will work under the overall guidance and direct supervision of the Project Manager and Team leader.

#### Purpose of the Position:

Under the direct supervision of the Team leader and overall direction of the Project Manager, the Community Engagement Focal Point is responsible for support and supervision for UNHCR's Cash Assistance Program, RHAF and Community Engagement activities in participating province and districts. The incumbent is responsible to provide technical support to Cash Assistance Program, RHAF and Community Engagement activities in different stages like implementation, supportive supervision, projects status report preparation etc.), and ensure that project is implemented according to agreed project work plan, indicators and targets reflected in project document.

#### Community engagement activities:

- Running information desks at UNHCR aid distribution points, to provide information about available services and support, and record feedback and complaints. These desks may be either static (e.g. a regular 'help clinic' at a community center) or roving (e.g. at distribution points).
- Making regular visits to community venues, such as community centers or women's centers, to share information and conduct awareness-raising sessions and community consultations.
- Conducting other community engagement activities, as required.

#### Specific Responsibilities:

- Under the general guidance and overall supervision of the Team leader and Project Manager, the Community Engagement Focal Point will perform the following duties:
- Supporting the selecting a team of Community Outreach Volunteers (COVs) to serve their community, ensuring that the selection of volunteers meets the criteria outlined in the COV TOR (including gender criteria).
- Provide Training to COVs on their roles and responsibilities, Code of Conduct, PSEA, and principles of ethical referral.
- Providing day-to-day supervision of COVs, including conducting regular field visits to monitor COV activities and provide on-the-job training.
- Conducting regular meetings with COVs to discuss issues highlighted by communities.
- Compiling a monthly report summarising issues highlighted by COVs, and sharing with WADAN, with a particular emphasis on protection risks and humanitarian needs.
- Taking a lead in community-led assessment such as participatory assessment in coordination with communities and guide COVs on facilitation.
- Facilitating referrals through timely reporting of information collected by COVs about urgent protection risks/specific needs to UNHCR/its partners.
- Providing COVs with accurate, up-to-date information about available UNHCR services and supporting them to disseminate information in their communities.
- Recording feedback and complaints collected by COVs and at information desks for follow up and reporting them to the UNHCR CFM team/focal point in a timely manner.
- Monitoring the use of mobile phones provided to COVs, including carrying out spot checks of call logs and reporting suspected misuse.
- Mapping the existing community structures and their roles and responsibilities.
- Ensuring find out community's concerns and needs;
- Make sure people in the community they have information about what humanitarian assistance are available;
- Shared important information with communities by giving them printed leaflets during the community meetings on UNHCR available humanitarian services;
- Ensuring help people how to report feedback and complaints about UNHCR services;
- Visit community to share information and collect feedback.
- Participate in baseline and other assessment required for the project and oversee field activities of the assessment.
- Conduct post monitoring visits from selected points and target beneficiaries for project interventions and Cash Assistance Program including cash payment.
- In close collaboration with Team leader, ensure monitoring systems and project indicator tracking is done correctly.
- In consultation with Team leader analyze data and provide appropriate responses to problems and feedback to the donor and local authorities.
- Ensure active local participation in terms of constructive feedback, awareness raising, resource mobilization and community engagement project activities assessment/monitoring.

#### Job Requirements:

- A bachelor's degree in social sciences, development studies, or a related field. Minimum of 2-3 years of experience in community outreach, mobilization, or similar roles.
- Previous experience working with community-based organizations or NGOs is preferred.
- Strong communication and interpersonal skills,
- Ability to work independently and within a team.
- Familiarity with local culture, language, and context.
- Proficiency in using MS Office applications (Word, Excel, PowerPoint).
- Fluency in Dari, Pashto and good command over spoken and written English.
- Willingness to travel frequently to rural or remote areas.
- Ability to handle sensitive issues with discretion and maintain confidentiality.

#### Submission Guideline:

WADAN is accepting applications from interested individuals. If you are interested in being considered, please submit your CV and cover letter via ([jobs@wadan.org](mailto:jobs@wadan.org)) noting the position title in the subject line i.e., Application for "Community Outreach Focal Point - W-0160" or your application will not be considered. Only short-listed individuals will be contacted for a written test and after that for interview. If you are not contacted two or three weeks after the closing date, please know that your application has not been successful for the post.

**Note: Only local resident are highly encouraged to apply.**

**Please rename your CV as "Your Full Name + Community Outreach Focal Point**

#### Submission Email:

[jobs@wadan.org](mailto:jobs@wadan.org)

**Education & Experience**

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Minimum of 2-3 years of experience in community outreach, mobilization, or similar roles.

**Must Have**

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A bachelor’s degree in social sciences

**Educational Requirements**

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**Compensation & Other Benefits**

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