

## JOB DESCRIPTION

<b>Job title:</b>	<b>Community Mobilisation Officer</b>	<b>Location:</b>	<b>Ratanakiri, Preah Vihear, Stung Treng</b>
<b>Department:</b>	<b>Programmes</b>	<b>Length of contract:</b>	<b>Fixed term</b>
<b>Role type:</b>	<b>National role</b>	<b>Grade:</b>	<b>6</b>
<b>Travel involved:</b>	<b>Mostly within in the surrounding area</b>	<b>Child safeguarding level:</b>	<b>Level 3</b>
<b>Reporting to:</b>	<b>Field Implementation Manager (FIM)</b>	<b>Direct reports:</b>	<b>None</b>
<b>Dotted line manager:</b>	<b>None</b>	<b>Indirect reports:</b>	<b>None</b>

### Organisational background

Established in 2003, Malaria Consortium is one of the world's leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

### Country and project background

Since 2007, Malaria Consortium is a key partner to support the Cambodia's National Centre for Parasitology, Entomology, and Malaria Control (CNM) to monitor the changing malaria epidemiology within the context of available interventions and to pilot and assess the conditions necessary to achieve malaria elimination.

Malaria Consortium has been working along the cross border regions of Preah Vihear, Ratanakiri and Stung Treng since 2014. Our program operates in close collaboration with local authorities to ensure that communities living along the border, people who regular cross the border and frequent the forest in these areas have access to malaria testing and treatment services.

### **Job purpose**

The Community Mobilisation Officer is responsible for direct implementation of all field activities at the border points and villages. The Community Mobilisation Officer is under the leadership of the Field Implementation Manager.

This position is based in Ratanakiri province of Cambodia and are accountable to perform all field activities.

### **Scope of work**

The Community Mobilisation Officer is responsible for the day to day implementation of all activities in their designated target areas (often this will cover 1 OD). Community Mobilisation Officers will work closely with a range of actors (government, security forces, community members, other NGO) along the north east border of Cambodia to ensure that interventions such as Mobile Malaria Posts and Mobile Malaria Worker outreach activities are well targeted and accepted.

The Community Mobilisation Officer will often operate independently and be required to travel long distances in challenging circumstance. Community Mobilisation Officer will also be charged with the management and administration of sub offices.

### **Key working relationships**

The Community Mobilisation Officer must work closely with the following external groups:

- Health volunteers who are providing services to Mobile Migrant Populations
- NGO operating in the same target areas. This will include NGOs outside of the health sector as well such as those working with forest rangers, ethnic minorities etc.
- Local authorities at the Provincial and Operational District levels. Primarily this will be with Malaria Supervisors and Health Centre staff but will also include liaison with other government agencies operating in the same target areas such as border police and army
- Village Chiefs and networks of forest goers

The Community Mobilisation Officer works as well closely with all field staffs, and the Financial Accountant, HR, Procurement and Administrative Officer in Stung Treng and Phnom Penh office as well as Donor (represented by UNOPS), national staff and international staff who come to visit in the field sites.

### **Key accountabilities**

## **1. Project Management and Monitoring and Evaluation (50%)**

### *Providing services for at risk and hard to reach populations*

- In collaboration with community health volunteers, village chiefs and other relevant community members (could be plantation owners, security forces etc.) conduct bi-monthly assessments of Mobile Migrant Populations in target areas and use information gathered to make recommendations to management team on where best to locate services and target for outreach activities
- Conduct surveys of people accessing services at the Mobile Malaria Posts
- Manage the distribution of bed nets within their target areas. This will include ensuring that those most in need are targeted for distribution that activities do not overlap with other bed net distributions occurring with their target areas
- Quality control and assurance of services provided to Mobile Migrant Populations within the scope of the program
- Working with local Health Centre and Operational District staff to ensure that Mobile Malaria Posts are stocked at all times
- Weekly monitoring of Mobile Malaria Posts to ensure they are operating in accordance with agreed hours and standards of operation
- Delivering of Health Education and Prevention messages to at risk populations. This will also involve working with communities and MC management and advisors to develop key messages and IEC/BCC interventions using local ethnic languages
- Develop and execute monthly plans with the Field Implementation manager to ensure that activities will be performed on time in compliance with donor and MC policies and procedures

### *Monitoring and Evaluation*

- Ensuring all data relating to testing and treatment is submitted to the national surveillance system
- Implement the Monitoring and Evaluation SOP within their target areas. This will include ensuring volunteers are collecting accurate data, using correct documents to record the data and then updating that data into the Indicator Database

### *Risk Management*

- Regularly monitors and reports any security risks in our target areas. This will cover the border with Laos, Thailand and Vietnam, un-official border crossing points and forest areas where illegal logging is occurring
- Regularly monitor and alert of situations that can put at risk the project execution, contractual compliance and timely report
- Make recommendations for alternative action plans to overcome situations that can put project completion at risk
- Keep good relationships with other all beneficiaries of the project
- Escalate key issues in project execution to the Field Implementation Manager
- Actively promote and adhere to Malaria Consortium's safety and security plans

## **2. Human Resource Management (10%)**

- Communicate training needs missing to comply with Malaria Consortium's requirements

- Collaborate with Field Implementation Manager to ensure that resources are managed in line with Malaria Consortium's policies and procedures
- 3. Financial Management (30%)**
- Develop and manage a monthly budget for sub-field offices in accordance with finance and donor policies.
  - Make payments at the sub-field office level
  - Report any issues relating to payment of Mobile Malaria Workers to the Field Implementation Manager
- 4. Partnership Building and External Communications (10%)**
- Represent MC at Health Centre meetings
  - Represent MC in Provincial Technical Working Group monthly meetings when Field Implementation Manager is not available
- 5. Additional Responsibilities**
- Represent and promote Malaria Consortium as a Community Mobilisation Officer at every opportunity

## Person specification

### Qualifications and experience:

#### *Essential*

- Prior experience working in a health care, social work or international development projects with community volunteers
- Experience on project implementation at field level in the public health sector, preferably with community volunteers
- Prior experience working with at least one of the projects target groups, cross border communities, migrant mobile populations, forest goers and ethnic communities

#### *Desirable*

- Bachelor degree in health care area

### Work-based skills:

#### *Essential*

- Sound knowledge of the target areas and ability to travel in this areas on moto and by boat as required
- Ability using MS Outlook, Word, Excel
- Basic written skills in English
- Proven ability to work remotely and with minimal supervision
- Strong commitment and work ethic
- Ability to work as part of a team and to maintain strong relationships with community and partners
- Ability to managing competing work demands, good time management and coordination skills

### Desirable

- Ability to speak local languages
- Prior experience working with local and provincial authorities
- Experience in participating of malaria prevention and control projects

Core competencies:
Delivering results
<b>LEVEL B – Takes on pieces of work when required and demonstrates excellent project management skills</b> <ul style="list-style-type: none"><li>✓ Shows a flexible approach to taking on additional work/ responsibilities when needed to achieve results</li><li>✓ Demonstrates excellent project management skills to agreed timescales (timelines, targets, donor requirements)</li><li>✓ Makes clear and timely decisions within remit of own role</li></ul>
Analysis and use of information
<b>LEVEL A - Gathers information and identifies problems effectively</b> <ul style="list-style-type: none"><li>✓ Interprets basic written information</li><li>✓ Attentive to detail</li><li>✓ Follows guidelines to identify issues</li><li>✓ Recognises problems within their remit</li><li>✓ Uses appropriate methods for gathering and summarising data</li></ul>
Interpersonal and communications
<b>LEVEL B – Fosters two-way communication</b> <ul style="list-style-type: none"><li>✓ Recalls others’ main points and takes them into account in own communication</li><li>✓ Checks own understanding of others’ communication by asking questions</li><li>✓ Maintains constructive, open and consistent communication with others</li><li>✓ Resolves minor misunderstandings and conflicts effectively</li></ul>
Collaboration and partnering
<b>LEVEL B – Collaborates effectively across teams</b> <ul style="list-style-type: none"><li>✓ Proactive in providing and seeking support from expert colleagues</li><li>✓ Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution</li><li>✓ Proactive in building a rapport with a diverse range of people</li></ul>
Leading and motivating people
<b>LEVEL A – Open to learning and responds positively to feedback</b> <ul style="list-style-type: none"><li>✓ Willingness to manage own development and performance</li><li>✓ Builds capacity of colleagues by sharing knowledge (induction) and acting as induction ‘buddy’ when asked</li><li>✓ Open to learning new things</li><li>✓ Responds positively to feedback from others</li><li>✓ Identifies mistakes and takes positive steps to improve</li></ul>

### **Flexibility/ adaptability**

#### **LEVEL B – Remains professional under external pressure**

- ✓ Able to adapt to changing situations effortlessly
- ✓ Remains constructive and positive under stress and able to tolerate difficult situations and environments
- ✓ Plans, prioritises and performs tasks well under pressure
- ✓ Learns from own successes/ mistakes

### **Living the values**

#### **LEVEL B – Promotes Malaria Consortium values amongst peers**

- ✓ Shows a readiness to promote Malaria Consortium's values amongst peers
- ✓ Promotes ethical and professional behaviour in line with Malaria Consortium's values

### **Strategic planning and thinking and sector awareness**

#### **LEVEL A – Manages own workload effectively**

- ✓ Plans and manages own workload effectively
- ✓ Is familiar with Malaria Consortium's mission and current strategic plan
- ✓ Understands own contribution to Malaria Consortium's objectives