

**HAGAR VIETNAM  
JOB DESCRIPTION**

<b>1. Position Information:</b>		
<b>Job Title:</b>	<b>Communications Officer</b>	
<b>Position Reports To:</b>	Program Manager	
<b>Position Location:</b>	Based in Hanoi with travel to the provinces	
<b>Position Purpose:</b>	To lead development of educational, PR and social media materials and publications, and support awareness raising around Hagar strategies and operation.	
<b>2. Position Context/background:</b>		
<p>Hagar International, established in 1994 in Cambodia, serves women and children who have survived severe exploitation and human rights abuse. In 2008 and 2009, Hagar expanded its model of long-term, individualized trauma-informed care (TIC) in Afghanistan and Vietnam respectively. In each context, Hagar is committed to the whole person for the long-term. Through protection, recovery, empowerment and community integration, Hagar joins each woman and child on their journey towards wholeness. Our work encompasses our values: Respect, Integrity, Compassion and Excellence (RICE).</p> <p>To scale-up the impact and replicate our model, Hagar Vietnam builds knowledge, capacity and commitment of other agencies and individuals about trauma informed care (TIC). This includes government, government-affiliated, organisations (local and international), and individuals, to deliver a specialised model of care and support.</p> <p>The Communications Officer has an important role. He/she ensures Hagar Vietnam’s communication plans and visibility products to be developed and delivered across the organisation, aligning to Hagar International guidelines and strategies and promoting Hagar’s work in Vietnam to multiple stakeholders.</p>		
<b>3. Important Stakeholders &amp; Relationships:</b>		
<b>External [With Pre-Approval by your manager]</b>	<b>Internal</b>	<b>Membership Committees / Groups [With Pre-Approval by your manager]</b>
<ul style="list-style-type: none"> <li>• Donors</li> <li>• Government partners</li> <li>• Local partners</li> <li>• Potential partners</li> <li>• Clients</li> <li>• Mass public</li> </ul>	<ul style="list-style-type: none"> <li>• Country Director</li> <li>• Programme Manager</li> <li>• All Hagar Vietnam staff</li> <li>• Hagar International Marketing Manager (previously based in Hong Kong)</li> <li>• Hagar International Marketing Coordinator (based in New Zealand)</li> <li>• Support offices</li> <li>• Programme offices</li> </ul>	<ul style="list-style-type: none"> <li>• Hagar International Communications Committee (as relevant)</li> <li>• Hagar Global Fundraising</li> </ul>
<b>4. Major Responsibilities of the Job:</b>		

*Promote Hagar Vietnam's image and values to the multi-stakeholders:*

- Develop relationship with medias (e.g. VTV, VoV, magazine, newspapers, etc.) and coordinate projects/activities with medias when necessary.
- Manage and operate communication channels (fanpage, Facebook, Zalo, communication materials package, publications, events, etc.);
- Initiate and Coordinate Hagar Vietnam's communication events at national and provincial levels.
- Initiate and produce communication products (e.g. video, slide presentation, brochure, etc.), contribute to raise awareness about Hagar work.

*Ensure all Hagar Vietnam's communications works align with Hagar International communication guideline and policy*

- Develop and deliver Hagar Vietnam's communication annual and quarterly work-plan in consistence with organization's strategy;
- Develop indicators for effective communication and quarterly report on the communication effectiveness;
- Check all communications and marketing materials produced by staff, partners and/or supporters related to Hagar work, ensuring compliance to Hagar International guidelines and policy.
- Develop a Hagar Vietnam's photos, case stories library etc, and upload regularly on Sharepoint for sharing with other Hagar offices.
- Equip Hagar Vietnam's staff with knowledge on Hagar International's communication guideline, standards, policy.

*Communication related projects coordination*

- Provide communication related technical support to all projects of Hagar in Vietnam.
- Make sure the local partner abides by Hagar International's Communications Policies and communications-related donor requirement

*Other activities:*

- Coordinate communication fellows and volunteers;
- Provide interpretation and translation when necessary.

## 5. Work Environment:

- This position is based in Hanoi, Vietnam.
- Travel to provinces is required.
- All travel will be at the request and direction of the Programme Manager and/or other relevant staff, based upon available budget.
- All travel requests will be documented, and approved by the Programme Manager, as required by Hagar International in Vietnam's Human Resources Manual, and established Hagar International policies and procedures.

## 6. Position Requirement:

6. Position Requirement:		Required Or Preferred
<b>Education</b>	<ul style="list-style-type: none"> <li>• Bachelor Degree in Social Sciences or Communications, Journalism or relevant fields.</li> </ul>	Required
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to network successfully with a variety of individuals and groups.</li> </ul>	Required

	<ul style="list-style-type: none"> <li>• Excellent knowledge concerning Hagar’s mission and principles.</li> <li>• Ability to speak clearly and effectively about Hagar Vietnam in multiple situations, communicating key messages.</li> <li>• Ability to establish a trusting relationship with traumatised clients, especially women and children.</li> <li>• Excellent management and record keeping skills.</li> <li>• Ability to respect the need for confidentiality, especially for the high-risk situations of trafficked persons or domestic violence victims.</li> <li>• Detail oriented.</li> <li>• Ability to keep professional boundaries, code of ethics and address all personal issues, which may affect your work.</li> <li>• A professional demeanour at all times including in high stress situations.</li> <li>• Willing to work as part of a team but can work independently, as required.</li> <li>• Ability to work with diverse personalities, persons of all ages, ethnicity and sexual orientation.</li> <li>• Computer skills including MS Word, Excel, PowerPoint; internet and email, etc.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Able to communicate effectively in written and verbal English.</li> </ul>	Required
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in the usage of video and radio editing software is necessary.</li> <li>• Experience in the usage of social media tools, computers and office software packages.</li> <li>• Good knowledge and experience in handling of web-based management systems.</li> <li>• Experience of practical journalism, communications, media relations combined with the national and international development areas.</li> </ul>	Required
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• A passion and willing to help traumatized people clients to heal.</li> <li>• Ability to maintain ethical standards.</li> <li>• Honest.</li> <li>• Ability to follow direction.</li> <li>• Team player.</li> <li>• Mature.</li> </ul>	Required
<b>7. Signatures:</b>		

**I have read and received the above job description and agree with the duties and responsibilities of this position. This position is available and is limited upon grant funding.**

\_\_\_\_\_  
Communications Officer      Date

\_\_\_\_\_  
Country Director                      Date

**8. Core Competencies:**

**Accountability:** We take responsibility for using our resources efficiently, monitoring progress and for being accountable to our clients, our supporters, and partners.

**Collaboration:** We build strong relationships that inspire trust, respect and effective communication.

**Creativity:** We embrace innovation, change and new approaches to ensure continuous improvement.

**Learning:** We pursue excellence by encouraging reflection, continuous learning and professional development.

**Quality:** We aspire to high goals and strive for the highest quality outcomes and services.