



JOB ANNOUNCEMENT

Catholic Relief Services (CRS) is looking for a qualified Vietnamese candidate to join our Country Program.

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| Job Title: Social & Behavior Change (SBC) Officer | Reports to: Mine Action Program Manager |
| Department: Mine Action Program | Salary Grade: 7 |
| Location: Ha Noi | |

Note: This position is contingent upon donor approval and funding.

About CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

CRS/Vietnam Background:

CRS has been operating in Vietnam since 1994. In partnership with Government and other organizations, CRS implements programs in 12 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

Project Summary

CRS is going to implement the four year project **Reaching At-Risk Populations through Explosive Ordnance Risk Education Targeting (RAPPORT)** to farmers and community members in Quang Binh and Thua Thien Hue, from October 2024 to September 2028. The project aims to support the farmers and their families high-risk EO-contaminated areas in Quang Binh and Thua Thien Hue are able to protect their lives from EO accidents.

Job Summary

As a member of the RAPPORT project, Mine Action Program team, you will provide technical support (and lead) to project implementation related to EORE SBC approach in line with Catholic Relief Services (CRS) program quality principles and standards, donor guidelines to advance the delivery of high-quality programming to the poor and vulnerable. Your thorough and service-oriented approach will ensure that the project consistently applies best practices and constantly works towards improving the impact of its benefits to those we serve.

Roles and Key Responsibilities

- Collaborate and/or consult with CRS Regional SBC focal point, Mine Action Program Manager, external partners and consultants to provide operational and technical support to research, develop, and produce evidence-based quality SBC materials for the Explosive Ordnance Risk Education (EORE) project.
- Research and analyze technical information from a variety of sources for technical problems to support CP teams in achieving technical excellence in RAPPORT project.

- Support the development of RAPPORT project documents and tools, as well as technical manuals or guidance, training materials, and quality improvement and assessment guidelines.
- Prepare presentations and coordinate project communication needs through writing and editing communication resources, such as case studies, brochures, briefs, peer-reviewed articles or reports, for both internal and external audiences.
- Coordinate and/or perform various activities in support of program/project design and implementation, including but not limited to needs assessment, strategic planning, program design and proposal writing, monitoring and evaluation, and technological solutions.
- Collect and disseminate RAPPORT project related information and resources to CRS staff and partners and assist with organization, design and coordination of training workshops to support capacity building efforts. Identify new approaches and methods for online learning.
- Support the organization, administration and implementation of capacity building initiatives, including supporting for different project trainings on SBC of the project, to enhance the competencies of the project beneficiaries, stakeholders, partners across program sectors in SBC planning, implementation and evaluation.
- Collaborate with project team to prepare reports per the established reporting schedule.
- Conduct other relevant tasks assigned by supervisor.

Basic Qualifications

- Bachelor's degree in Community Development, Social Sciences, Education or related fields.
- Minimum of 5 years of work experience in project implementation.
- Good experience in SBC.
- Additional experience may substitute for some education.

Required Languages

- Good spoken and strong written English

Travel

- This position is based in Hanoi with about 30% travel to project districts.

Knowledge, Skills and Abilities

- Observation, active listening and analysis skills with ability to make sound judgment
- Good relationship management skills and the ability to work closely with local partners and community members
- Strategic, analytical, problem-solving and systems thinking capacity and skills
- Good writing skills
- Strong data collection and research skills and ability to interpret and analyze data
- Proactive, results-oriented and service-oriented

Preferred Qualifications

- Experience in Mine Action programming with an INGO is preferred.
- Experience in participatory action planning and community engagement.
- Experience monitoring projects and collecting relevant data preferred.
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint).

Agency REDI Competencies (for all CRS Staff)

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Personal Accountability – consistently takes responsibilities for one’s own actions.
- Acts with Integrity - consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust - shows consistency between words and actions.
- Collaborates with Others – works effectively in intercultural and diverse teams.
- Open to Learn – seeks out experiences that may change perspective or provide an opportunity to learn new things.

Supervisory Responsibilities (if none, state none)

Key Working Relationships:

Internal: Mine Action Program Manager; CRS Region SBC focal point; Mine Action Program team members; MEAL team

External: Project partners; International and Vietnamese NGOs; Landmines working group members.

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS’ processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

CRS is an Equal Opportunity Employer and does not discriminate on the basis of ethnicity, religion, sex, national origin, disability, or HIV/AIDs.

Application requirements

Individuals interested in this job are invited to submit your applications via email to Catholic Relief Services at: **recruitment.vietnam@crs.org**;

Applications in English should include:

- i) Curriculum Vitae with name and contact information of three references
- ii) Application Letter
- iii) Copies of degrees, certificates

Deadline for submission: **September 3, 2024**