

Job Description Hagar International in Vietnam

1. Position Information	
Job Title:	Communications Officer – Part-time/Full time (optional)
Position Reports To:	Country Director
Position Location:	Based in Hanoi with travel to the provinces
Position Purpose:	To enhance the organization’s impact in preventing and responding to Gender-Based Violence (GBV), human trafficking, and sexual exploitation by developing and implementing effective communication strategies that raise awareness of Hagar’s work,
2. Position Context/Background	
<p>Hagar is an international trauma-informed care (TIC) specialist agency founded in Cambodia in 1994. Our focus is enabling women and children who are suffering from the impact of trauma resulting from slavery, human trafficking and abuse to recover and lead independent lives. We do direct client-based work, and seek to magnify the impact of our work through building the capacity of other agencies and individuals to increase the quality of their work with survivors in their own community, empower survivors to increase their voice and agency, and influence systems strengthening at all levels.</p> <p>In Vietnam, we work directly with clients/survivors, and build the capacity of other agencies to respond to the needs of survivors in their own work, using our TIC model of providing support and social services to survivors. Since 2023 our client-based work has focused upon the Hanoi municipality and targeted provinces including Hanoi, Nghe An, Yen Bai, Lao Cai and Quang Binh. Additionally, we respond to the needs of potential clients nationally, if we are the best placed to respond to their complex traumas. At this time, we provide support and access to multi-sectoral social services for around 150 persons (clients/survivors), 400-600 family members, and 200 local authorities each year. Each client/survivor is served by Hagar for a period of 6-36 months, but depending upon the individual, can be much longer.</p> <p>Our partnership work builds the capacity of, government, government-affiliated mass organisation representatives (predominately the Women’s Union), like-minded agencies and individuals to implement TIC case management responses for women and child survivors in their own work. We provide short-term training workshops, and longer-term training and supervision models, tailored to the individual needs of participants. We also provide leadership mentoring to female government staff, and seek to influence national case management and shelter guidelines, and survivor-friendly interviewing strategies by authorities. We provide on-going technical advice to national organizations and individuals with whom we collaborate, international telephone counselling for Vietnamese victims of trafficking and survivors of trauma, and support voluntary repatriation as requested. In this way, Hagar’s work impacts upon partners directly, and indirectly their clients/survivors. In 2023, our work impacted more than 60,000 vulnerable people, directly and indirectly.</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,</p>	

aligning to Hagar International guidelines and strategies and promoting Hagar’s work in Vietnam to multiple stakeholders.

3. Important Stakeholders & Relationships

External	Internal	Membership Committees / Groups
<ul style="list-style-type: none"> • Donors • Government partners • Local partners • Potential partners • Clients • Mass public 	<ul style="list-style-type: none"> • Country Director • Senior management team • All Hagar Vietnam staff • Relevant Hagar Global communications and marketing personnel Hagar Global offices 	<ul style="list-style-type: none"> • Hagar International Communications working group (as relevant) • Hagar Global Fundraising staff as required

4. Major Responsibilities

Promote Hagar Vietnam’s image and values to the multi-stakeholders and beneficiaries

- Develop a Communications and Marketing Strategy for Hagar Vietnam align with Hagar Global communication Strategy, for approval of the Vietnam SMT
- Develop relationship with medias (e.g. VTV, VoV, magazine, newspapers, etc) and coordinate projects/activities with medias when necessary.
- Manage and operate communication channels (fan page, Face book, Zalo, communication materials package, publications, events, etc.) and contribute to Hagar International’s website and LinkedIn;
- 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
- Support website redevelopment and maintenance process, especially for the Hagar Vietnam’s page as required
- Support offline communication events and activities as necessary, with relevant discussions and/or approvals
- Monitor and evaluate media coverage on relevant programmes in the country and the region
- Pre-approve all Hagar and partner communications and marketing materials prior to submission to Country Director for approval, according to Hagar policies and procedures

Ensure all Hagar Vietnam’s communications work 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.
- Conduct interview with Hagar’s beneficiaries and build a client’s story and photographs database for communication purposes
- Ensure all communications and marketing are agreed and/or approved by Country Director

Internal and External Reporting

- Support the Country Director and all other staff with relevant data for inclusion in reports
- Support Hagar Vietnam to document, edit and finalise semi-annual reports
- Provide relevant communications materials to support offices, as required and/or requested
- Provide technical support to communication and awareness raising events in Hagar’s projects in consultation with Project Officer and Programme Manager

Advocacy

- Working with the Senior Management Team to develop an advocacy roadmap
- Develop communication and outreach materials including, press releases, policy documents, reports, briefing papers for medias and government consultations, as required

Others

- A willingness to take on different activities, as discussed and mutually agreed.

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 Quality Assurance Manager and will be required to comply with available budget.

6. Position Requirement:

Required or Preferred

6. Position Requirement:		Required or Preferred
Education	<ul style="list-style-type: none"> • Bachelor Degree in Journalism or relevant fields 	Required
Language	<ul style="list-style-type: none"> • Fluent in written and verbal English and excellent written and verbal Vietnamese 	Required
Knowledge	<ul style="list-style-type: none"> • Ability to network successfully with a variety of individuals and groups • Ability to work with diverse personalities, persons of all ages, ethnicity and sexual orientation • Ability to communicate effectively through both verbal and nonverbal language • Ability to establish a trusting relationship with trauma survivors and conduct in-depth interviews sensitively with survivors of trauma • Sound knowledge and understanding of human trafficking, domestic violence and sexual abuse • Excellent management and record keeping skills • Ability to respect the need for confidentiality, especially for the high risk situation of trafficked persons or domestic violence victims • Detail oriented • Ability to keep professional boundaries, code of ethics and address all personal issues, which may affect your work • Willing to work as part of a team • Computer skills including MS Word, Excel, PowerPoint; internet and email 	Required

<p>Experience</p>	<ul style="list-style-type: none"> • Experience in using of video and radio editing software • Experience in using social media tools, computers and office software packages • Knowledge and experience in handling of web-based management systems. • Experience in writing stories and articles • Experience of practical journalism, communications, media relations combined with the national and international development areas. 	<p>Required</p>
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Creative • Ethical, accountable and transparent • Teamwork • Mature • Commitment to learning 	<p>Required</p>

7. Signatures:

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