

Community Engagement Officer

Effective date:	February 2020
Contract type:	Full-time fixed-term contract
Project duration:	42 months
Employer:	Action on Poverty (AOP) in Vietnam
Location:	Ho Chi Minh City (HCMC)
Reports to:	Communication and Engagement Manager

1. Work Context

The World Mosquito Program (WMP) is a global not-for-profit initiative that works to protect the global community from mosquito-borne diseases such as dengue, Zika, chikungunya, and yellow fever. Known until recently as the Eliminate Dengue Program, the WMP uses naturally occurring bacteria called Wolbachia to reduce the ability of mosquitoes to transmit these viruses. Accumulating evidence is supportive of very large impact on disease transmission and large clinical trials and demonstration projects are currently underway.

Following many years of laboratory research and field trials with promising results, the WMP is now operating in 12 countries worldwide and has widespread support from communities, governments and regulators. Currently the WMP is running projects in the Asia region in Vietnam, Indonesia, India, and Sri Lanka with expectations to initiate new projects in additional countries in the region.

Funding for WMP activities is received through major grants from the Bill & Melinda Gates Foundation, The Wellcome Trust, the Australian Government's, the US government through USAID, the Gillespie Family Foundation and other philanthropic supporters, as well as governments in various deployment countries. More information about the WMP can be obtained from www.worldmosquitoprogram.org.

The WMP is working in partnership with Action on Poverty (AOP) to protect communities in Vietnam from mosquito-borne diseases. Action on Poverty is an international aid organisation with a network of partners around the world working together to break the poverty cycle. From building sustainable livelihoods to fostering good governance, AOP in Vietnam has been working with local partners for over 30 years.

The Wolbachia Method Project in Southern Vietnam (WMP-SVN) is implemented collaboratively by WMP, AOP, and the Pasteur Institute in Ho Chi Minh City in two project sites of Thu Dau Mot city, Binh Duong province and My Tho city, Tien Giang province.

2. Job Purpose Summary

The Community Engagement Officer promotes the World Mosquito Program's vision within communities in Southern Vietnam by liaising, networking and coordinating a range of information and engagement activities. The position develops and maintains relationships with a range of local interest groups, builds the local knowledge base, and disseminates information.

3. Authority

The Community Engagement Officer reports to the Communication and Engagement Manager and is responsible for weekly reporting on the engagement activities.

The incumbent is expected to work closely with other team members and request support from other staff to ensure activities are implemented effectively and to a high standard.

4. Key Responsibilities

- 1, Implement and coordinate a range of community and stakeholder engagement activities in Southern Vietnam;
- 2, Get individuals, communities, local interest groups' input on WMP activities through group presentations, in-person interviews, focus and reference groups, community displays and public meetings;
- 3, Establish and manage Community Reference Groups (CRGs);
- 4, Manage Issues Management System (IMS) for the project. This includes responding to any enquiries using initiative and judgement to handle or refer matters appropriately, and assist with administrative support and field deployment tasks/assignments as required;
- 5, Foster professional and effective working relationships with external stakeholders;
- 6, Ensure consistent local delivery of communications activities in line with WMP requirements;
- 7, Maintain a database on community engagement activities, including regularly updated lists of project presentations and meetings, and individual's contact information for email and mail out lists;
- 8, Provide written and photographic content for WMP newsletters, e-newsletters, brochures, website and other communications materials;
- 9, Guide and train project teams and external providers interacting with communities, to ensure consistency and quality of messages, and alignment with project objectives;
- 10, Regularly measure and report on the performance of engagement strategy against goals and key indicators of public acceptance.

5. Required Qualifications

Education

Bachelor's Degree and/or equivalent professional qualifications in relevant fields (i.e development studies, public health or social sciences).

Knowledge and Skills

- 1, Proven ability to work cooperatively and constructively with local communities, including operational hands-on capacity in community-based settings and experience conducting group presentations, in-person interviews, focus and reference groups, community displays and public meeting;
- 2, Experience in delivering the communications components of major projects, with demonstrated ability in identifying stakeholders, through knowledge of existing local networks in the two areas, and implementing activities to keep them informed;
- 3, Knowledge of community engagement issues and an understanding of their implications for the development, implementation and evaluation of community engagement plans;
- 4, Sound interpersonal and communication skills, including the ability to solve issues in response to changing work environments and demands, negotiate, provide advice and liaise with a wide range of individuals and agencies;
- 5, A high level of computer literacy, including demonstrated experience in learning and adopting new software packages as required;
- 6, High-level English and Vietnamese comprehension, both spoken and written;

7, Experience in not-for-profit organisations, social or community work, or science outreach.

6. Other job-related information

- Significant travel to oversee project sites, potentially for extended periods to immerse with local teams;
- Out of hours work (including evenings, weekends and public holidays) may be required to accommodate periods of increased work and travel;
- There may be peak periods of work during which the taking of leave may be restricted.