

JOB DESCRIPTION
(National Communications Officer - NCO)

Tentative effective time	:	19 July 2021
Job Title	:	National Communications Officer (NCO)
Location	:	HelpAge International Office in Hanoi, Vietnam (HAIV) Around 30% travel to the field
Responsible to	:	Country Director (CD) and Project Country Coordinator (PCC)
Relations with others	:	Close working relations with all members in the HAIV team, partner organisations, project and local partners
Salary scale	:	650 USD/month (full-time, gross) (Equivalent from 15,074,000 VND per month)
Benefit	:	Provident Fund (10% of base salary) and Social & Health Insurances
Contract timeframe	:	From Jul 2021 to Dec 2022, including 2-month probation (full salary)
Recruitment	:	Local recruitment (only Vietnamese)
Application closing date	:	8 July 2021

Note: This job description is indicative of areas of work. However, given the nature of our work, some adaptations and flexibility are required. Thus, the job description (JD) will be modified from time to time, in consultation with the staff involved.

ALL APPLICANTS MUST HAVE THE EXISTING RIGHT TO WORK IN VIETNAM

HELPAGE INTERNATIONAL

HelpAge International is an international NGO and the secretariat of a global network of organisations promoting the right of all older people to lead dignified, healthy and secure lives.

Our vision is a world in which all older people can lead dignified, healthy and secure lives. **Our mission** is to promote the wellbeing and inclusion of older women and men, and reduce poverty and discrimination in later life.

We want every older person, everywhere can say:

- I enjoy the well-being
- I am treated with dignity
- My voice is heard.

HelpAge International's strategy 2020-2030 promises that 'by 2030, millions of the older people will enjoy a better quality of life, through improved wellbeing, dignity and voice. We believe that everyone should have the opportunity to live a long and healthy life, experience wellbeing and do what they value.

HelpAge International in Vietnam (HAIV) is the country office of HelpAge International, working with partners in Vietnam including both government agencies, academies and mass organizations in the sectors of health and care, livelihood, life-long learning, community development, community-based disaster risk management, among others, mainly through supporting the establishment and improvement of, and capacity building for Intergenerational Self-help Clubs (ISHCs) and policy influencing.

The Role

The recruitment of the **NCO** is to support the implementation of a HelpAge project relating to community development and relating to community-based disaster risk reduction (CBDRR) and Climate change adaptation (CCA) field in Vietnam as well.

The NCO will support and deliver the communications and dissemination work package for the projects in Vietnam.

To provide support to the Country Director (CD)/Project Country Coordinator (PCC) in areas of communications design and implementation to ensure that the HelpAge International Team in Vietnam functions effectively and efficiently.

Key Responsibilities:

General tasks

- Build engagement and following through HelpAge Vietnam's social media channels
- Provide regular media and social media reports
- Work with Country teams across to implement media engagement strategies and toolkits for campaigns and events
- Ensure web content is up-to-date, carrying out content audits and making any necessary improvements
- Draft press releases in Vietnamese and English, handle media requests, and develop relationships with journalists
- Provide guidance and training to enable colleagues and partners to produce lively and engaging content for the website
- Undertake additional tasks as appropriate.
- Other tasks assigned by CD/CC. Collaboration with Finance team, follow the financial guidances by Finance and Admin Manager (FAM)

Specific tasks for Inception phase

- Participate in communication group with participation from consortium members, country coordinators
- Produce a communication plan for Vietnam

- Contribute to project and HelpAge websites
- Create and regularly post on social media platforms
- Communications outputs on other relevant global/national campaign days

Specific tasks for Retrospective study phase

- Develop public awareness raising toolkits for use in communities
- Produce social media package to share information on NCDs (e.g. graphics, infographics, etc.)
- Ensure content development for website, news updates, media release, etc.
- Produce project update mailings
- Collect case studies to illustrate interventions in the three countries
- Create posters, banners, infographics for use at workshops/conferences

Specific tasks for Baseline assessment phase

- Stakeholder meeting
- Produce social media packages to share information on recommendations for adjustment of NCD interventions (graphics, infographics, etc.).
- Organise stakeholder workshops and advisory group meetings
- Share project intermediate results and key findings and presentation of research

Specific tasks for Prospective study phase

- Create and regularly post on social media platforms to disseminate information (e.g. Facebook and twitter)
- Produce social media messages and news updates to share progress on NCD (e.g. graphics, infographics, etc.)
- Content development and publications (for website, news updates, media release, etc).
- Organise side events at international fora to share project outcomes.
- Create posters, banners, infographics for use at workshops/conferences.
- Create video/animations to introduce and summarise the findings of the project.
- News update/ mailing at key points in project progress.

Specific tasks for study E phase.

- Draw lessons for policy; final stakeholder meeting
- Present final practice guidelines to strengthen nationally available tools and inform international practice

Safeguarding responsibilities

- Preventing harm and abuse from our people, operations and programmes, to anyone that encounters our work;
- Reporting all safeguarding incidents they see, hear, hear about or suspect, using our internal reporting mechanism;
- Complying with all safeguarding framework policies and practices;

- Completing mandatory training courses relating to our safeguarding policy framework and comply with HR vetting procedures.
- Reducing the risk of harm and abuse in the field;
- Involving communities in the design of programmes and complaint response mechanisms, be responsible for implementation and review;
- Attending specialist field training on safeguarding as required;
- Maintaining maps of support services for survivors;
- Receiving and responding to complainants/survivors and ensuring that no further harm is done, following a survivor-centred approach, using the principles of psychological first aid, and signposting to relevant local services as needed
- Consulting with HAIV Safeguarding Committee to ensure the visibility of complaint response mechanisms on HelpAge communication products and channels (including leaflets, brochures, videos, website and so on) in appropriate cases.

Person Specification:

Essential

- Excellent skills in writing/editing for the web, digital, social and traditional media channels in Vietnamese and English
- Proven ability to write accessibly for different audiences
- A good understanding of the news media in Vietnam
- At least 2-years experiences of Communications Officer
- Experience of managing websites and producing online multimedia content. Experience of social networking and building online communities
- Excellent analytical skills, and the ability to find creative solutions to problems.
- Project management skills including scheduling, budgeting and remote working in a matrix management structure.
- Able to juggle multiple tasks and work under pressure to meet deadlines.
- Good team working and negotiation skills.
- Knowledge of content management systems and online databases
- A commitment to working to HelpAge values, safeguarding, equal opportunities, respect and dignity, health and safety and data protection policies.

Desirable

- Experience of community engagement
- Experience in health research
- Experience of training and capacity building in digital and media skills
- Being awareness of age, gender and disability issues. Experience in inclusion of age, gender and disability issues in the communication job.

Our Values

At HelpAge International we work hard to achieve our goals together as a team with a clear shared purpose. Everyone who works at HelpAge shares our values and are committed to behaviours that demonstrate and support them.

Our values inform how we work together:

Inclusive	We respect people, value diversity and are committed to equality.
Impact	We value and recognise the contribution of our staff and network members as we put older people at the centre of everything we do.
Partners	We work alongside network members and others to increase reach, influence and impact. We are committed to a culture of collaboration and building positive relationships.
Learning	We are passionate about learning, accountable and work together to find creative solutions

Equal Opportunities

HelpAge International is committed to creating an inclusive working environment, promoting and providing equal opportunities and respecting diversity in employment. We welcome applications from all suitably qualified individuals regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We encourage and facilitate a flexible working environment.

Safeguarding

Everyone has a role in creating and sustaining a safe and respectful working environment, where no one comes to any harm or is maltreated. At HelpAge we take our responsibilities very seriously and will take action against wrongdoing. We will do everything we can to ensure that we do not engage people that pose a safeguarding risk and will undertake criminal record checks as required.

How to apply:

Please submit your application document consists of:

- A covering letter outlining your suitability for the role that should not be more than 1 page of A4 size
- An updated curriculum vitae (CV), maximum 3 pages of A4 size

- Two referees, including your most recent employer

Please put the covering letter and CV in one file and send by email to recruitment@helpagevn.org and dathg@helpagevn.org by the closing date of 08 July 2021. Please clearly note the NCO position you are applying in your email title.

HelpAge International is an equal opportunities employer.

With a view to minimising our administration costs we are unfortunately only able to contact again those candidates who have been shortlisted for interview.