



JOB DESCRIPTION

Business Title: Social & Behavior Change (SBC) Technical Officer	Reports to: Mine Action Program Manager
Department: Mine Action Program	Salary Grade: 7
Location: Ha Noi and frequent travel to project sites	

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 the Government and other organizations, CRS implements programs in 13 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disability Inclusion, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

Project Summary

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

Job Summary

As a member of the RAPPORT project and Mine Action Program team, you will provide technical support on Social Behavior Change (SBC) for project implementation related to Explosive Ordnance Risk Education (EORE) in line with CRS program quality principles and standards and 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 the Mine Action Program Manager, CRS SBC Technical Advisor, external partners, and consultants to provide operational and technical support to research, develop, and produce evidence-based quality EORE SBC materials for RAPPORT project.
- Research and analyze technical information from a variety of sources for technical problems to support CP teams in achieving technical excellence in the RAPPORT project.
- Support the development of EORE SBC documents and tools, as well as technical manuals or guidance, training materials for the RAPPORT project; contribute to the quality improvement and assessment of the guidelines for updating the EORE SBC guideline annually.

- Prepare related 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 supporting 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 the organization, design, and coordination of training workshops to support capacity-building efforts. Identify new approaches and methods for online learning.
- With the support of consultants, PM, SBC Technical Advisor, support the organization, administration, and implementation of capacity-building initiatives, including project-level SBC trainings, to enhance the competencies of the project beneficiaries, stakeholders, and partners across program sectors in SBC planning, implementation, and evaluation.
- Collaborate with the project team to contribute to project reports per the established reporting schedule.
- Conduct other relevant tasks assigned by the supervisor.

Basic Qualifications

- Master's degree in Community Development, Social Sciences, Education, Communication, or related fields.
- Minimum of 3 years of relevant work experience with NGO(s), with at least one year of field-based programming experience.
- Additional experience may substitute for some education.
- General knowledge of technical principles and concepts in Social Behavior Change.
- Knowledge of program design requirements and regulations of major donors.
- Knowledge of project design and proposal development.

Required Languages

- Strong spoken and strong written English

Travel

- This position is based in Hanoi with about 40% travel to project districts.

Knowledge, Skills and Abilities

- Good relationship management skills with ability to work collaboratively as part of a multidisciplinary and multicultural team
- 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
- Good facilitation and coaching skills
- Proactive, results-oriented and service-oriented

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 responsibility 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: None

Key Working Relationships:

Internal: Mine Action Program Manager; CRS SBC Technical Advisor; Mine Action Program team members; Monitoring, Evaluation, Accountability and Learning (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.

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: **27 April 2025**