

# REACH SENIOR ASSESSMENT OFFICER (ACCOUNTABILITY TO AFFECTED POPULATIONS AND COMMUNITY ENGAGEMENT)

(Reference: 21/SSD/SAO02)

## BACKGROUND ON IMPACT AND REACH

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organization manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis, GIS and remote-sensing. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, which allows particularly IMPACT to benefit from ACTED's operational support on its fields of intervention.

REACH was born in 2010 as a joint initiative of two International NGOs (IMPACT Initiatives and ACTED) and the United Nations Institute for Training and Research (UNITAR) Operational Satellite Applications Programme (UNOSAT). REACH's purpose is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts, supporting and working within the framework of the humanitarian reform process. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Their interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Their 3,300 staff is committed in to responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

**We are currently looking for a REACH Senior Assessment Officer to support the REACH South Sudan team's Population Movement and Protection (PMP) Unit.**

**Department:** REACH South Sudan

**Position:** REACH Senior Assessment Officer – Accountability to Affected Populations and Community Engagement (AAP & CE)

**Contract duration:** 12 months

**Starting Date:** ASAP

**Location:** Juba, South Sudan

## COUNTRY PROFILE

IMPACT, through REACH, has been implementing programming in South Sudan since 2012. Responding to the Sudan Border Crisis, REACH initially engaged through coordinated information management support – in the form of refugee camp mapping and service provision analyses, thematic assessments, and multi-sectorial needs assessments – in Maban County, Upper Nile State and Pariang County, Unity State. IMPACT was engaged by DFID to provide a series of impact evaluations of their BRACE programming across Greater Bahr el Ghazal and Upper Nile States in 2013; a programme with run for two years, included 5 total assessments, and touched a total of more than 20,000 households. Immediately following the conflict of December 2013, REACH expanded its programming to include the IDP response, participating in Initial Rapid Needs Assessments of conflict affected areas, providing mapping and monthly service provision analyses for major IDP sites around the country, and running large-scale IDP return intentions assessments.

The year 2018 saw the expansions of both IMPACT and REACH programming to 10 of 10 states, spanning the refugee, IDP and development responses, and covering diverse activities such as cross-border port monitoring, assessments of hard to reach areas, flood mapping and vulnerability analysis, market monitoring and supply chain analysis, analysis of tensions and conflicts over access to natural resources, and third party monitoring of humanitarian and development programming. In 2019, REACH expanded its role within the technical space, increasing involvement in Integrated Phase Classification (IPC), Needs Analysis Working Group, UN technical agencies, and academics. In response, REACH has also expanded into multiple new research cycle streams outside of its traditional Area of Knowledge approach – including sector specific, population movement, and AAP research.

Broadly, REACH South Sudan implements assessments across three core units:

- *Monitoring of the humanitarian situation (HSM) in South Sudan*, through monthly Area of Knowledge (AoK) assessments covering over 2,000 settlements in South Sudan, conducting an annual representative Multi Sector Needs Assessment to provide a snapshot of needs, and ad hoc rapid assessments in times of sudden escalations in conflict or natural disasters.
- *Monitoring population movement trends in South Sudan*, including tracking and analyzing large-scale displacement, returns and seasonal movements, through port and road monitoring, ad-hoc assessments, and a population movement baseline; assessing the perceptions of affected populations of the humanitarian response; engaging with the protection cluster in identifying and filling major information gaps; and mainstreaming a context sensitive approach within REACH South Sudan.
- *Providing direct technical support to humanitarian clusters* through active engagement with coordination bodies, dedicated assessments and information products, and strategic engagement to promote innovative methods towards understanding sector-related needs in South Sudan.

## POSITION PROFILE

REACH South Sudan is seeking a Senior Assessment Officer to serve as the focal point for the Accountability to Affected Populations (AAP) pillar within the Population Movement and Protection (PMP) unit, which aims to inform the wider humanitarian response with relevant information on and analysis of affected communities' perceptions and preferences relating to humanitarian assistance in South Sudan. In this role, with the support of the AAP and CE Field Officer, the Senior Assessment Officer will be responsible for the design, implementation and follow up of assessments focusing on AAP. Together with the PMP unit Research Manager, the Senior Assessment Officer will develop the AAP pillar's strategy and contribute to the PMP unit's overall strategic direction. The Senior Assessment Officer will also be required to undertake strategic

engagement with response coordination and partners to identify existing gaps in knowledge within the humanitarian response, design assessments to fill the identified gaps and present assessment findings to key stakeholders and fora.

Moreover, the Senior Assessment Officer will mainstream AAP across the REACH mission in South Sudan, including integrating AAP within REACH South Sudan's existing research cycles through close collaboration with other REACH South Sudan units.

The role requires prior experience in AAP and CE, research methods, and ideally, a working understanding of key Protection principles.<sup>1</sup> This position maintains a qualitative focus and requires a Senior Assessment Officer who is flexible and confident in working independently, often with limited structure. It brings with it the potential for deployment to the field and deep-field locations, which requires a considerable amount of resilience and independence. Additionally, this position has the potential to be tasked with supporting mission expansion in neighbouring countries, or short to mid-term surge support for sudden onset disasters globally.

## **RESPONSIBILITIES**

### **1. Design, implementation and management of REACH AAP assessments**

The Senior Assessment Officer is responsible for all research cycles under the AAP Pillar in the PMP unit, including ongoing quarterly research outputs and ad hoc assessments. This includes responsibility for each stage of the research cycle, including designing research methodologies and tools associated with each assessment in line with REACH requirements and principles under the supervision of the PMP unit Research Manager. He/she will manage the planning, implementation, and follow-up of all AAP related assessments in South Sudan. This also entails timely and accurate reporting to IMPACT HQ.

Ad hoc field assessments relating to AAP and CE to address information gaps relevant to response priorities will include research design, logistical planning, data collection and analysis, information product development and product dissemination on the part of the Senior Assessment Officer, with support from the Field Officer.

### **2. Reporting**

The Senior Assessment Officer is responsible for consolidating all analyses and conclusions from each assessment into REACH products such as factsheets, reports and briefs using standard formats. He/she must ensure the writing of timely and accurate assessment reports and factsheets, ensuring the quality and accuracy of technical information provided as well as the confidentiality and protection of collected information. He/she will ensure that assessment reports contribute to aid coordination and planning and add to the general base of field knowledge in the country for all organisations working in the areas. The Senior Assessment Officer will liaise with the Research Manager and Senior GIS Officer in order to represent data in interactive format, as relevant.

The Senior Assessment Officer is also responsible for following the designated timeline of reports to be submitted to project partners and donors. When requested by the REACH Country Coordinator or Research Manager, he/she will also manage the drafting of narrative reports and contribute to the development of financial reports through regular budgetary follow-up.

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<sup>1</sup> Protection is not a primary responsibility of this role. The AAP and CE SAO will be expected to support on implementing protection in REACH research cycles and will be required to maintain relationships with protection actors. However, this will be a tertiary responsibility given the role's focus on accountability and community engagement with affected populations.

### 3. Mainstreaming AAP within the REACH mission

Furthermore, in close collaboration with the REACH Country Coordinator and Research Manager, the SAO will build on the AAP pillar's work to further develop the mission's strategy for mainstreaming AAP, for instance through integrating AAP in REACH research cycles, developing strategies to communicate research findings back to affected populations, delivering trainings on AAP to field staff and identifying and maintaining partnerships with key actors relating to AAP and CE.

### 4. Cross-unit engagement and support

The SAO will serve as focal point for understanding of AAP principles and best practices for analysis with the REACH mission in South Sudan. This includes:

- Consultation and support on integrating REACH's AAP analytical framework and best practices for other REACH work streams, including the Early Rapid Response Mechanism, the Needs Analysis Working Group and the Emergency Sectors Unit.
- Monitoring of trends in community perceptions across South Sudan to inform research strategy and design.

### 5. HR/Staff management

The SAO will act as line manager for the AAP & CE Field Officer, including maintaining an appropriate level of oversight, undertaking capacity-building, conducting appraisals, and conducting regular check-ins on progress against intended outcomes.

### 6. External engagement

The Senior Assessment Officer will represent the REACH mission in relevant cluster and multi-sector meetings/ technical working groups (such as the Communication and Community Engagement Working Group and the Protection Cluster) in South Sudan. This specifically will include liaising with external partners to identify information gaps relating to community perceptions and working with external actors to fill these gaps in order to support the coordination of the broader humanitarian community. These include response coordination mechanisms such as the Humanitarian Needs Overview and the Humanitarian Response Plan.

The Senior Assessment Officer will also present findings of AAP assessments in key fora and liaise with partners to develop operational recommendations, where relevant.

Success in this role is predicated on proactive and sustained engagement with external partners. While the position has several central partnerships built into it, the candidate should be very comfortable in identifying, nurturing and capitalizing on partnerships related to AAP and community engagement.

More generally, the REACH Accountability and Community Engagement Assessment Officer is expected to contribute to the maintenance of a positive image and overall credibility of the organisation.

## ACCOUNTABILITY TO COMMUNITIES AND BENEFICIARIES

The staff member is responsible for ensuring that all relations with the communities we work with are conducted in a respectful and consultative manner. Due attention must be paid to ensuring that communities are adequately consulted and informed about REACH programme objectives, activities, methodologies and research findings (where relevant). This is the responsibility of every REACH staff member.

## REQUIREMENTS

- Excellent academic qualifications, including a Masters degree in relevant discipline (international studies, development, humanitarian response, human rights, political science etc.);
- At least 3 years' experience working in humanitarian settings required;
- Technical knowledge of or field experience relating to accountability to affected populations and/or community engagement, required;
- Excellent analytical skills including experience with both qualitative and quantitative analysis, required;
- Excellent communication and drafting skills for effective reporting required;
- Previous experience with InDesign and/or Illustrator an asset;
- Familiarity with the aid system, and understanding of donor and governmental requirements preferred;
- Ability to operate in a cross-cultural environment requiring flexibility required;
- Prior knowledge of the region an asset;
- Proven knowledge of Microsoft Suite, including Excel and PowerPoint, required;
- Fluency in English required;
- Ability to multitask with tight deadlines, on numerous research cycles required; and,
- Ability to work independently required.
- A good sense of humour about bugs and bucket showers required;

## CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance
- Free lodging provided at the organisation's guesthouse or housing allowance (depending on contract length and country of assignment)
- Transportation costs covered, including additional return ticket + luggage allowance
- Provision of medical, life, and repatriation insurance