

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

Humanitarian Communications Officer- 1 position

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	UNFPA Bosnia and Herzegovina
Purpose of consultancy:	<p>In September 2018, in view of an emerging mixed migration crisis, UNFPA Bosnia and Herzegovina initiated an emergency response that enabled local institutions to work on the development of SOPs for GBV and provide safe spaces for women and girls refugees/migrants.</p> <p>Under its global mandate to address GBV in humanitarian settings, and as the lead agency for multi sectoral coordination of GBV, UNFPA is committed to ensuring that women and girls, men and boys affected by the different emergencies are protected and that the needs of GBV survivors are met through adequate health responses, psychosocial support and case management in line with international guidelines and best practices. One of the crucial support services for women and girls, men and boys are diverse women and men empowerment services regularly provided within the UNFPA Centers.</p> <p>On that note, communications are an integral part of UNFPA's humanitarian response efforts in advocating for gender equality, as well as, ensuring integrated GBV, empowerment, SRH and psychosocial services for affected populations.</p> <p>Under the supervision and guidance of the GBVIE and DRR Project Manager, and in cooperation with the Project Support Officer, the Humanitarian Communications Officer will be responsible for assisting the humanitarian team in the areas of communications, research and analysis. In line with the emerging needs in the humanitarian response, the Humanitarian Communications Officer will support the UNFPA humanitarian response in Bihać (Una Sana Canton) or Sarajevo to implement various communication tasks with a focus on story writing, editing as well as social media related tasks. The incumbent is also required to develop various communications materials including educative materials, monthly and periodical overviews, digital media releases, fact sheets, documentaries and infographic.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>Under the direct supervision of the GBV Project Manager, the key responsibilities of the Humanitarian Communications Officer support entail the following:</p> <ul style="list-style-type: none"> • Research, collect and analyze documents/information on topics of UNFPA humanitarian response specific interest, and UNFPA mandate • Use social media, such as Twitter, Facebook and Instagram to raise the visibility of the UNFPA humanitarian response- produce at least 2 draft Facebook posts per week, including at least one twitter posts per week too that highlight key developments, achievements and results from the field • Assist with content production for regular update of the UNFPA web-site and social media channels- produce at least 2 stories during the period of engagement for UNFPA website that further highlight and elaborate on the work of UNFPA in the field • Produce short videos (up to 60 seconds, could be an actual video recording, or stock video footage that was edited and further produced to tell a coherent message) that showcases key facts relating to UNFPA and the work done in the field- produce minimum 2 videos in three months • Receive and compile relevant information for humanitarian response information and communication materials in a timely manner. These will include

	<p>case studies, photos, Questions-and-Answers (Q+A's) and other materials relating to the response.</p> <ul style="list-style-type: none"> • Provide assistance in regards to organization of events – create an excel spreadsheet with the list of invitees; keep tally of the confirmations; taking photos (when visiting the field) • Produce and edit simple infographics and other communication and visibility materials • Liaise with GBV Project Manager to identify new requirements and needs • Liaises and attends meetings with UNFPA humanitarian staff to gather information, research topics, film, photograph and interviews target group to document activities for use in publications, websites, social media or video documentaries, as per need • Support writing and editing communications materials – proof-reading English and BHS versions of visibility and communications materials • Support the production of and edit local communication tools and products (leaflets, brochures, posters, articles, photos, videos, etc.) • Maintaining press clipping and the database of all social media posts • Support the process of procuring insignia for the humanitarian team • Adhere to the UNFPA Communications Strategy and Web Policy when developing content • Translate BHS-English documents when necessary • Any other related tasks to support the UNFPA humanitarian response sector
Duration and working schedule:	3 months, with possible extension (start date 01 th July 2021) Part-time (approximately 20 hours per week)
Place where services are to be delivered:	This is a remote position but it also entails occasional travel throughout BiH (visit to Temporary Reception Centers – Sarajevo, Bihac)
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	The work will generally be delivered electronically, via e-mail and online, based on the daily, weekly and periodical work plans and deadlines agreed in advance. When needed, the Humanitarian Communications Officer will work from the office premises or have field visits.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Monitoring will be provided on a daily basis by GBVIE and DRR Project Manager. The GBVIE and DRR project Manager will set deadlines and monitor progress on an ongoing basis. Reports to be submitted on a daily/weekly basis with all relevant information.
Supervisory arrangements:	The Humanitarian Communications Officer will report directly to the by GBVIE and DRR Project Manager, who provides direction and guidance, certify delivery of outputs and evaluate performance.
Expected travel:	The Humanitarian Communications Officer is expected to travel occasionally within Una Sana Canton and Sarajevo Canton, as per need
Required expertise, qualifications and competencies, including language requirements:	<p>The Humanitarian Communications Officer should have the following educational background, qualifications and expertise:</p> <ul style="list-style-type: none"> • University Degree or MA student in Social Communication (Journalism, Advertising or Public Relations), Political Science or International Relations, or related disciplines • Minimum 2 years of progressively responsible experience in journalism, media relations, communications or advocacy • Demonstrable research skills; preparation of written content of high quality • Strong communications skills: excellent listening skills and empathy, ability to write clearly and concisely • Demonstrated experience leading visibility communications or media projects, preferably prior experience in the social development sector including non-

	<p>government organizations, government development agencies and UN agencies, either via assignments or other internships, is an asset</p> <ul style="list-style-type: none"> • Demonstrable experience in media communications including social media • Ability to take digital photos and digital video footage • High level of literacy in B/C/S and strong knowledge of English. Knowledge of other languages an asset • Proficiency in Microsoft Office software and other related software • Integrity: exercising the appropriate discretion when working with confidential and sensitive matters and information • Initiative, sound judgment and demonstrated ability to work harmoniously with staff members from different national and cultural backgrounds • An initiative-taking, proactive, inspiring attitude with the ability to manage and prioritize an unpredictable workload and solve problems quickly with limited support • The capacity and willingness to be extremely flexible and accommodating in sometimes unpredictable circumstances • Politically and culturally sensitive with qualities of patience, tact and diplomacy <p>Competencies and Values:</p> <ul style="list-style-type: none"> • Integrity and professionalism: demonstrated expertise in area of specialty and ability to apply good judgment; high degree of autonomy, personal initiative and ability to take ownership; willingness to accept wide responsibilities and ability to work independently under established procedures in a politically sensitive environment, while exercising discretion, impartiality and neutrality; ability to manage information objectively, accurately and confidentially; responsive and client-oriented. • Accountability: mature and responsible; ability to operate in compliance with organizational rules and regulations. • Commitment to continuous learning: initiative and willingness to learn new skills and stay abreast of new developments in area of expertise; ability to adapt to changes in work environment. • Planning and organizing: effective organizational and problem-solving skills and ability to manage a large volume of work in an efficient and timely manner; ability to establish priorities and to plan, coordinate and monitor (own) work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities. • Teamwork and respect for diversity: ability to operate effectively across organizational boundaries; ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity and gender;
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<p>Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>N/A</p>
<p>Other relevant information or special conditions, if any:</p>	<p>UNFPA reserves the right to offer to the selected candidate the rate in accordance with UNFPA consultant rates and UNFPA available budget. Payment for contractor will not exceed average UNFPA rates for national consultants. Where the contractor fails to deliver the required quality of products, the rate payable will be reduced. UNFPA reserves the right to assess the quality of products. Contractor has the obligation to finalize products/documents to the full UNFPA satisfaction.</p>

Signature of Requesting Officer in Hiring Office:

16.06.2021.

Alma Pezerovic  GBVIE/DRR Project Manager