TERMS OF REFERENCE
(FOR Temporary Appointments)

UNICEF-BCO: TERMS OF REFERENCE (TOR)
Job Title and Level: Social & Behavior Change Officer, NOB
Section: Cox's Bazar - C4D
Duration: 364 days
Duty Station: Cox's Bazar
Reports to: Social & Behavior Change Specialist- Team Lead

1. Purpose of Assignment:

UNICEF is part of the UN wide Humanitarian response to the Rohingya Refugees and the host community in Cox's Bazar since the influx of Rohingya's from Myanmar in August 2017. To date over 900,000 Rohingya refugees from Myanmar are residing in 33 camps in Cox's Bazar District, regarded as one among the world largest refugee settlements. Social and Behaviour Change (SBC) is part of the Humanitarian response supporting community-based interventions in the Refugee humanitarian response and host community.

UNICEF is committed to results-based management to strengthen its ability to deliver and demonstrate results for children within the Rohingya crisis response. Guided by the Joint Response Plan (JRP), Humanitarian Action for Children (HAC) and Core Commitments for Children (CCC) in humanitarian action, UNICEF works with partners providing efficient and effective technical, administrative, and operational support to the development and implementation of Social and Behaviour Change initiatives and products that support UNICEF's ability to deliver the desired results. This contributes to enhancing the ability of UNICEF to fulfill its mission to achieve sustainable, locally owned, and concrete results in improving the survival, development, protection and wellbeing of children in the Rohingya Refugee camps and host community.

Given the scope and scale of SBC interventions in Cox's Bazar, the post holder is expected to provide technical and operational support in managing SBC partnerships and support sector programmes on results areas related to SBC. S/he will administer, implement, monitor and/or evaluate SBC interventions, ensuring community engagement follows the minimum standards, advice on SBC strategies based on behaviour data and guide partners action on community engagement approaches. In addition to SBC technical and theoretical knowledge and skills, the person will ensure partners comply with UNICEF rules, regulations, policies, and procedures in implementation.

The SBC Officer will be under direct supervision of SBC Team Lead and work in close collaboration with SBC team members, other cross-sectoral section, and sector programmes.

2. Major duties and responsibilities:

2.1	**Support strategy design and development of SBC interventions** • Participate in conducting comprehensive SBC situation analysis and formative research that identify social, communication, cultural, economic, political, and behavioral drivers. • Contribute to managing and/or utilizing qualitative and quantitative research on social and behavioral drivers that include behavioral analysis, human centered design, social listening, behavioral insights, participatory research and/or RCT. • Support data collection, tracking, monitoring, and reporting SBC results and prepare syntheses of results. • Assist in establishment of community feedback mechanisms and use feedback to inform community engagement and SBC actions in humanitarian response, disaster preparedness,

	response, recovery and resilience. Generate and use SBC evidence, data, and assessments for disaster preparedness, response, recovery and resilience.
	• Contribute to terms of reference, research tools, frameworks and protocols for generating evidence to inform SBC initiatives and apply tools, methodologies and frameworks for data collection, tracking, monitoring and reporting and disseminating SBC results.
	• Conduct and/or participate in programme monitoring and evaluation exercises and make recommendations on workplan revisions based on the results.
2.2	**Support implementation of SBC programme interventions**
	• Collaborate with UNICEF sectoral programmes and partners to provide technical and operation support for the development, implementation and monitoring of evidence-based SBC strategies and activities, in line with global standards and UNICEF priorities and approaches.
	• Provide technical, administrative and logistic support to SBC implementing partners, select appropriate SBC interventions and platforms for engagement, ensuring quality and integration of the latest evidence and science-backed approaches in community engagement, and oversee coordination of SBC stakeholders and partners to align plans and activities.
	• Identify/propose evidence-based programme/strategies from current data, evidence and trends on social and behavioral issues and advocate for their adoption among internal and external stakeholders in the context of humanitarian emergencies.
	• Follow up and monitor production of SBC materials to ensure quality, consistency and relevancy of communication materials developed pretested and meets the needs of the target audience (Individuals, communities, Government officials and service providers)
2.3	**Advocacy, networking and partnership building**
	• Identify, recruit and supervise consultants, vendors and other technical expertise to support delivery of SBC activities. Plan, use and track the use of resources and verify compliance with organizational guidelines and standards.
	• Contribute to financial planning, budget planning and tracking of SBC interventions.
	• Advocate for the inclusion of community engagement, social and behavioral approaches in sectoral workplans and programme documents (PDs) based on active participation in sectoral programme planning and reviews and viable recommendations for the integration of SBC.
2.4	**Innovation, knowledge management and capacity building**
	• Identify, design, and organize SBC training sessions for staff and partners to learn new approaches such as behavioral analysis, behavioral insights, human-centered design, social listening, community engagement standards and social accountability mechanisms.
	• Use and adapt existing UNICEF learning resources, guidelines, and training materials to build SBC capacity among staff, implementing partners and relevant government and non-government counterparts.
	• Contribute to the development and institutionalization of best practices, facilitate the exchange of experiences, and provide technical assistance for the uptake of new SBC methods and knowledge internally and externally.
	• Identify, disseminate, and adopt best practices and innovative approaches and technology in SBC, integrate them in programme approaches and support SBC and sectoral teams in implementing them.
	• Develop and/or adapt capacity development tools and activities for humanitarian programming with a focus on preparedness, response, and recovery.

3. QUALIFICATION and COMPETENCIES (indicates the level of proficiency required for the job.)

EDUCATION & OTHER SKILL: A university degree in one of the following fields is required: social and behavioral science, sociology, anthropology, psychology, education, communication, public relations or another relevant technical field.

WORK EXPERIENCE: A minimum of two years of professional experience in one or more of the following areas is required: social development programme planning, communication for development, public advocacy or another related area.

Relevant experience in a UN system agency or organization is considered as an asset.

LANGUAGE PROFICIENCY: Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

COMPETENCIES/SKILLS: UNICEF foundational/functional competencies

Values	Competencies
<u>Values</u> • Care • Respect • Integrity • Trust • Accountability	<u>Competencies</u> • Demonstrates Self Awareness and Ethical Awareness (1) • Works Collaboratively with others (1) • Builds and Maintains Partnerships (1) • Innovates and Embraces Change (1) • Thinks and Acts Strategically (1) • Drive to achieve impactful results (1) • Manages ambiguity and complexity (1)

Child Safeguarding Certification
(to be completed by Supervisor of the post)

Child Safeguarding refers to proactive measures taken to limit direct and indirect collateral risks of harm to children, arising from UNICEF's work or UNICEF personnel. Effective 01 January 2021, Child Safeguarding Certification is required for all recruitments.

1.Is this position considered as "elevated risk role" from a child safeguarding perspective?* If yes, check all that apply below.	☐ Yes	☒ No
2a. Is this a Direct* contact role?	☐ Yes	☒ No
2b. If yes, in a typical month, will the post incumbent spend <u>more than 5 hours</u> of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel. *"Direct" contact that is either face-to-face, or by remote communicate, but it does not include communication that is moderated and relayed by another person.	☐ Yes	☒ No
3a. Is this a Child data role? *:	☐ Yes	☒ No
3b. If yes, in a typical month, will the incumbent spend <u>more than 5 hours</u> manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos)	☐ Yes	☒ No

"Personally-identifiable information", in this context, means any information relating to a child who can be identified, directly or indirectly, by an identifier like a name, ID number, location data, photograph, etc. This is a "child data role".		
4. Is this a Safeguarding response role* *Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations*	☐ Yes	☒ No
5. Is this an Assessed risk role*? *The incumbent will engage with particularly vulnerable children[1]; or Measures to manage other safeguarding risks are considered unlikely to be effective[2].*	☐ Yes	☒ No

---

[1] Common sources or signals of additional vulnerability may include but are not limited to: age of the child (very young children); disability of the child; criminal victimization of the child; children who committed offences; harmful conduct by the children to themselves or others; lack of adequate parental care of the children; exposure of the children to domestic violence; a humanitarian context; a migrant (refugee/asylum-seeking/IDP) context. No 'baseline' vulnerability will be set. Hiring Managers will need to use judgment, taking into consideration the implications that follow from an assessed risk role (additional vetting scrutiny, training).

[2] i.e. the role-risk will be compounded by other residual risks.