

<b>Project title</b>	<b>: Lifesaving Early Actions Responding to Nationwide Dengue Outbreak</b>
Supported by	: UK aid and Start Fund Bangladesh
Implemented by	: Social and Economic Enhancement Programme-SEEP
Duration	: 90 days (starts from 30 April 2020)

**Position:** Humanitarian Accountability and Community Engagement Officer

<b>1 DESCRIPTIONS</b>	Humanitarian Accountability and Community Engagement Officer will support in implementation of programme accountability system and mechanism and ensure active participation of project stakeholders in the project development. S/he will work closely with programme team to ensure a comprehensive and robust accountability system that effectively captures the voice of the project participants.
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## 2 RESPONSIBILITIES AND TASKS

<b>3 SUPPORT INFORMATION PROVISION</b>	<ul style="list-style-type: none"> <li>▪ Provide technical assistance to ensure that accountability framework is integrated throughout the project cycle management (need analysis, funding commitment, project design, implementation and peer review)</li> <li>▪ Support organisation to develop policy, guideline and tools relating to information provision.</li> <li>▪ Support the development of communication materials.</li> </ul>
<b>4 PROMOTE COMMUNITY PARTICIPATION</b>	<ul style="list-style-type: none"> <li>▪ Provide guidance to project staff for inclusive participation of the affected people.</li> <li>▪ Document how and whether the process promote community participation</li> <li>▪ Identify information and communication need of the affected communities</li> <li>▪ Support developing emergency message for the affected communities in coordination with humanitarian agencies</li> <li>▪ Promote readiness of the affected communities in terms of their rights and entitlements during disaster</li> </ul>
<b>5 SUPPORT FEEDBACK AND COMPLAINT MECHANISM</b>	<ul style="list-style-type: none"> <li>▪ Support establish complaints-handling procedures consulting with affected community.</li> <li>▪ Ensure that feedback is routinely recorded, reviewed and responded timely align with feedback mechanism guidelines.</li> <li>▪ Call beneficiary telephones number (randomly) and find out if they have indeed benefited from our assistance</li> <li>▪ Consolidate the satisfaction survey data obtained through communities' informal feedback</li> </ul>
<b>6 LEARNING AND ADAPTATION</b>	<ul style="list-style-type: none"> <li>▪ Document accountability findings, lessons learned, and good practices of the humanitarian interventions implemented by the organisation</li> <li>▪ Support organisation to conduct accountability self-assessment periodically and develop accountability action plan.</li> <li>▪ Provide weekly reporting on accountability to affected population and share it with the senior management team of the organisation.</li> <li>▪ Conduct a review of the AAP and highlight lessons learnt and good practices</li> </ul>