JOB DESCRIPTION:

Social Behavior Change Communication (SBCC) Technical Advisor

**Introduction**

CARE is a leading humanitarian organization fighting global poverty. We seek a world of hope, tolerance and social justice, where poverty has been overcome and people live in dignity and security. CARE International aims to be a global force and a partner of choice within a worldwide movement dedicated to ending poverty.

**Overview of the Role**

The Social Behavior Change and Communication (SBCC)Technical Advisor will be the project technical lead for the Social Behavior Change component for a water, sanitation, and hygiene (WASH) project.

The (SBCC)Technical Advisoris responsible for the overall implementation of a) increased knowledge and motivation to invest in sanitation and hygieneproducts; and b) increased access to financing for sanitation and hygiene for a water, sanitation and hygiene (WASH) project. This requires coordination across the consortium, capacity building of implementing partnerand reporting of the program’s achievements, ensuring that all implementing partners and critical consultants and stakeholders including but not limitedgovernment agencies at different level, development partnersare engaged, and plans are timely developed and aligned with the overall program coordination in the country and to CARE and donor standards.The advisor liaises with the Project manager and Program Implementation and Management teamto ensure timely planning of project activities,) Impact Measurement team including Impact measurement teaml leaders, quality assurance specialist, and Head of Knowledge Management & Learning Hub (KML Hub)to ensure that learnings from the program are used to continually improve, and develop new strategies, tools and approaches that will proactively address root causes of vulnerability and have a beneficial impact in the lives ofRwandans supported by the project.

The adviser provides technical support and guidance concerning social norms approaches and sanitation marketing approaches to ensure that the design, assessment, implementation, and monitoring & evaluation of project interventions are in accordance with the approved proposal and budget, and in line with sector best practices. Develop a behaviour change strategy that addresses social norms and leverages influence of community groups and leaders such as: VSLA, male champions, etc.

Attend technical working group meetings, project coordination meetings.

The SBCC Technical Advisoris responsible for overseeing proper use of resources in the project and implementing risk management and accountability strategies according to projectand Donor policies. The position holder will be reporting to the Project Manager.

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| **Reports To:** | **Project Manager** | **Location:** | Kigali |
| **Supervises:** | **N/A** | **Grade:** | E2 |

**Key Responsibilities**

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| 1. **Technical assistance** | **Level of Effort: 60%** |

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| Effective implementation of the project intervention including: SBCC and financial inclusion | Provide technical support and guidance concerning social norms approaches and sanitation marketing approaches to ensure that the design, assessment, implementation, and monitoring & evaluation of project interventions are in accordance with the approved proposal and budget, and in line with sector best practices. Develop a behaviour change strategy that addresses social norms and leverages influence of community groups and leaders such as: VSLA, male champions, etc. |
| Lead the process of adapting and/or developing project materials (in particular the updated WASH messages/content materials) |
| Collaborate with consortium partners and other relevantstakeholders to ensure coordinatedinterventions |
| In close collaboration with theproject manager andproject leadership, ensure theproject expenditure is in line with approved budgets, advising on potential under/over spend and recommending appropriate corrective action. |
| Provide technical support to the project staff including the evaluation and impact analysis of current project interventions and the writing of donor report sections within the required timeframes |
| Collaborate with KML Hub for production, dissemination of all program/project reports and communications materials; especially ensuring that donor and government reporting is done according to agreed standards and in a timely manner |

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| 1. **Quality assurance and learning** | **Level of Effort: 20%** |

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| Contribute to the development and implementation of the project’s quality assurance and implementation strategies | Contribute to the development, implementation, revision, and communication of the project’s implementation work plans; particularly by feeding in learning from previous projects and insights from the technical team |
| Support the KML team in documenting good practice; supporting the development of standard operating procedures and other technical guidelines |
| Support to ensuring mechanisms are in place to measure and monitor compliance with best practice in of the project interventions. In case of poor performance:   * Ensure that a coaching or training approach is adopted in the first instance to enhance capacity of staff or partners * Escalate non-compliance to management as required |
| Participate in learning reviews led by the knowledge management team in order to discuss results, determine lessons learned and plan future action |
| Carry out regular monitoring visits, where accessible, in conjunction with other field staff, ensuring that project objectives are met within the stated timeframes and in accordance with recognized international standards |
| In collaboration with the Impact measurement/KML Hub, support the process of developing of the reporting systems for data collection (qualitative and quantitative), do data analysis and follow-up and feedback to relevant staff, donors, partners and other agencies |
| Provide input into the integration of beneficiary participation and accountability in the program |
| Ensure that lessons learned are consolidated and used to inform ongoing and future practices; ensure that proper monitoring and evaluation systems are in place to demonstrate impact and that program lessons are being used to promote improved programming and learning. |

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| 1. **Advocacy, Communication and External Relationships & PartnershipsManagement** | **Level of Effort: 20%** |

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| Actively participate in the development and implementation of project relationshipsto maximize projectvisibility and influence in different forums on WASH | Represent the project, as appropriate and as directed, at national cluster, coordination, sector and bilateral meetings, working groups, with national and/or local government departments and any other relevant meetings or events, facilitating supportive synergies and overall progress in the sector and avoiding duplication with the work of other agencies (e.g. NGOs, UN, etc.) |
| Materials Production:   * Contribute to developing the Annual Report & the Donor Narrative reports * Develops/contributes to development of CO KM products e.g. articles * Review and provide technical input on internal and external reports and other documents as needed |
| Build and maintain strong relationships with key stakeholders at International / National & District levels (Line Ministries, Donors, CMPS, districts, health centers and other relevant stakeholders) |
| Accompany donors and government on field trips, as requested, and ensure programme details are transmitted in a timely and professional manner |

**Additional General Responsibilities**

* Take responsibility for ensuring personal safety and security; giving due care and consideration to the impact of personal decisions on the safety and security of others
* Be proactive in ensuring that CARE’s core values, code of conduct, and principles of gender equity and diversity (GED) are upheld throughout area of responsibility and provide leadership to others
* Take responsibility for personal performance, be accountable for own actions and decisions and be answerable for resulting consequences
* Carry out other duties as requested by the supervisor

**Important Relationships**

**Internal**:

* TheSBCC technical advisor will interact with the Project Manager , project leadership, all program/technical staff in particular, inclduing other technincal adviors in the program; program implementation technical team, knowldege management team,finance, administartion and procurement staff.

**External**:

* Close collaboration and coordination with consortium partners and key stakeholders: Government Institutions (MoH), Coalitions, other INGOs and LNGOs is highly required
* Interactions withthe Care member partners , technical advisors at the regional office and other CARE International members, other CARE Country offices

**Requirements for the Role**

**Educational Qualifications**

* University degree or equivalent training in Social Sciences, Development studies, public health, Social Mobilization, Water and Sanitation, Community health development or related or equivalent experience.

**Experience required:**

* Five (5) years of progressive professional experience working in the area ofWASH and SBCC or related fieldin Rwanda
* Experience overseeing WASH projects and SBCC and social norms approaches
* Experience designing and implementing behavior change approaches, with preference for experience in social norms and/or social marketing
* Demonstrated successful experience collaborating across programs and strong communication and interpersonal skills, with ability to productively interact with a wide range and levels of organizations (government, private sector, other development project teams, NGOs, etc.).
* Demonstrated experience in program design, implementation, including participatory approaches
* Experience in establishing and maintaining collaborative relationships with implementing partners, donors and government counterparts
* Demonstrated experience working collaboratively without the need for close supervision.
* Demonstrated experience of collaborating with large teams.
* Experience in emergencies and develop digital hygiene messages
* Previous experience of working in partnerships withlocal NGOs, INGOs, consultancies and ministries.
* Experience and knowledge of Monitoring and Evaluation including impact measurement research approaches.
* Experience working with Village Saving and Loan Association (VSLAs), SACCOs and Micro finance Institutions (MFIs) would be a plus

**Technical skills**

* Demonstrated training and facilitation skills especially in SBCC and social norms approaches and market-based sanitation
* Demonstrated ability in program design, implementation, monitoring and evaluation
* Demonstrated self-awareness, leadership and interpersonal skills and communication skills
* Ability to establish a learning culture and to facilitate knowledge sharing self-motivated, energetic, hard-working, servant-hearted
* Team-player with good inter-personal skills Committed to team-building and able todevelop and support other team members
* Demonstrated strong writing skills in English and ability to lead on writing processes and timely submission of key contractual deliverables- progress reports, project briefs, learning documents, etc.
* Very high quality written work and language skills in English; ability to speak in French & Kinyarwanda
* Proficient in computer skills and use of relevant software and other applications (e.g. word processing, spreadsheet, database, internet).

**Competencies:**

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| **Competency** | **Level 1**  *Individual contributor* | **Level 2**  *People & Process Manager* | **Level 3**  *Organizational Leader* |
| Inspire & Develop Others |  |  |  |
| Impact Focus |  |  |  |
| Facilitate Change |  |  |  |
| Cross Cultural Adaptation |  |  |  |
| Business Knowledge |  |  |  |

**Signatures:**

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| I have read, fully understood, and accept the requirements and responsibilities of this Job Description | | |
| Name of Job Holder: | Signature(s): | Date: |
| Name of Supervisor: | Signature(s): | Date: |