

Communication Response Officer (Case Investigation Officer)

First line officer – Social & Behavior Change Communication Officer

Second line Officer: Social & Behavior Change Communication Specialist

Purpose: The Communication Response Officer (Case Investigation Officer) will be responsible to investigate and respond to cases related to communication issues in the designated area of work. The Officer will be responsible for developing and implementing communication strategies, conducting communication surveillance, managing crisis communication, and building networks for communication reporting.

Responsibilities:

- Leading and coordinating response to communication-related issues and crises, including developing and implementing crisis communication plans.
- Ensuring effective communication with relevant stakeholders, including the public, government officials, media, and partners.
- Developing and implementing communication surveillance systems to identify and respond to emerging communication issues and trends.
- Developing and maintaining a network for communication reporting and information sharing among relevant stakeholders.
- Proactively identifying and addressing rumours and misinformation related to public health issues and ensuring accurate information is disseminated.
- Providing regular updates and reports on the team's activities and achievements to relevant stakeholders.
- Ensuring compliance with organizational policies and procedures, as well as relevant laws and regulations related to communication and public health.

Qualifications:

- Master's degree (16 years) in Sociology, Public Health, communications, Journalism, Anthropology, or related field.
- At least 03 years of practical experience in communication and/or public health programs, including experience in crisis communication and Community engagement/development programs.
- Experience in managing teams and leading communication initiatives.
- Strong analytical and problem-solving skills, with the ability to identify and respond to communication-related issues.
- Excellent communication, interpersonal, and networking skills, with the ability to build and maintain relationships with a variety of stakeholders.

- Proficiency in using communication tools and technologies, including social media, digital platforms, and other relevant software.

Skills:

- **Strong Communication Skills:** be able to communicate clearly and effectively with team, stakeholders, and other relevant parties involved in the incident.
- **Leadership Skills:** be able to provide strong leadership to team during an incident. Can motivate and inspire your team members to work together to resolve the issue.
- **Analytical Skills:** be able to analyse the situation and understand the needs and requirements of all parties involved. have strong problem-solving skills to develop effective solutions.
- **Decision-making Skills:** be able to make quick and accurate decisions during high-pressure situations. evaluate the risks and benefits of different options and make the best decision for the situation.
- **Crisis Management Skills:** Experience in crisis management and be able to handle the situation calmly and efficiently. You should have a good understanding of emergency response procedures and be able to work well under pressure.
- **Interpersonal Skills:** Working with a wide range of people from different backgrounds and with different levels of experience. You must have strong interpersonal skills to work effectively with your team members, stakeholders, and other parties involved in the incident.
- **Technology Skills:** have a good understanding of communication technology and be able to use it effectively during an incident. This includes knowledge of communication software, social media platforms, and other tools that can be used to disseminate information and coordinate the response.

KPIs: The performance of Communication response officer will be evaluated against the Key performance indicators outlined as below;

Planning:

- Review Missed children data & District Social Profiling .
- Review Comms Challenge mapping.
- Support in development of the District Communication Micro plans embedded with finding from social listening.
- Detailed plan submission for outbreaks districts

Coordination:

- Strong Coordination with comm's teams regarding issues, and challenges and provide appropriate support.
- Number of planning and follow-up meetings conducted with the outbreak response team and SBC team

- Strong coordination with the investigation response team and communication team for the outbreak
- Strong coordination with DEOC and PEOC Sindh

Outbreak response Activities / Strategies development, Field Investigation & Response:

- Number of Outbreak response activities planned and conducted.
- Develop and implement effective communication strategies that result in increased engagement and improved communication with stakeholders.
- Ensure implementation of outbreak investigation
- Focused Group Discussions (FGDs) with community and FLWs
- Field surveys
- Social Profiles planned & validated

Crisis Communication Plans:

- Ensure to develop crisis communication plans at District level and provide support in resolution of communication related issues.
- Manage crisis communication effectively during emergency situations, resulting in timely and accurate communication with stakeholders.
- Number of outbreak response plans for NR
- Number of outbreak plans planned vs. conducted

Reporting:

- Timely Submission of outbreak response activity.
- Maintain effective networks for communication reporting, resulting in timely and accurate reporting of communication-related issues.
- Number of outbreak plans submitted
- Number of outbreak reports submitted
- Number of investigations submitted
- Number of FGDs plans submitted
- Number of profiles validation planned
- Number of profiles validation reports

Special Note:

The quality of reporting and performance will be evaluated quarterly, and contract extensions will be contingent on the overall performance of staff members. Duty stations may be reassigned based on epidemiological findings and management decisions.