



Community Engagement Officer

About WfW:

WATER FOR WATER (WfW) is a non-profit organisation committed to the fair and sustainable use of water as the basis for a global society with equal opportunities. Convinced that clean water should not be a privilege, WfW was founded in 2012 and is currently active in Zambia, Mozambique and Switzerland. WfW aims all its activities towards changing the way we value, use, consume and manage water in the long term. In Zambia, WfW's actions focus on the professional management of water, sanitation and hygiene (WASH) for structurally disadvantaged urban areas, on skills development in the water sector as well as on innovative, climate-friendly solutions for water use.

Find out more about us [here](#).

Role Description:

The role of the Community Engagement Officer at WfW Zambia entails designing and implementing processes for effective stakeholder engagement, to ensure high local stakeholder participation in the design, implementation and sustainability of various projects and activities for community Water, Sanitation and Hygiene (WASH) Initiatives.

Sustainability of Interventions undertaken by WfW is cardinal, we work to ensure the gains from intervention are sustained through continuous improvement of the WASH systems. The Community Engagement officer will support the Program Manager - WASH Systems in the development and implementation of community engagement strategies for fostering adoption and continued use of safe and clean water, sanitation and hygiene practices in Communities, Schools and Institutions. This role is responsible for guiding the team and partners in appropriate community engagement methods to ensure community participation in development, implementation and operation of Water, Sanitation and Hygiene (WASH) services. For this, you will work closely with the Head of WASH and Knowledge in Switzerland and the Programme Manager in Zambia and will interact closely with Managers and team members from other Programs and departments as needed.

You will liaise and cooperate with external stakeholders and service providers, as required. Specifically, you will interact closely with water utility companies, traditional leaders, community leaders, community based organisations, local authorities, and low-income community members of different backgrounds some of which may not be able to communicate in English.

Your main responsibilities:

- > Stakeholder identification and partnership development
- > Co-develop community engagement processes for WASH interventions in communities, schools and institutions
- > Lead the monitoring, evaluation and learning from of best practices in community engagement approaches across interventions to inform future approaches
- > Training and supporting of partner organisations in community engagement
- > Mentor communities, service providers and other stakeholders in appropriate community engagement approaches
- > Build and maintain good working relationships with community representatives, service providers and other local stakeholders
- > Support assessment of the impact of interventions on communities, schools and partners through facilitating data collection using Focus Group Discussions, surveys and end-line evaluations

Your knowledge, skills and experience:

- > Bachelor's degree in Social work, Development studies or any related social sciences
- > 5+ years of relevant experience in community engagement for development
- > Experience in design and implementation of surveys using qualitative and quantitative approaches
- > Excellent knowledge and experience of community engagement activities in low-income communities, peri-urban areas and rural communities
- > Excellent verbal and written communication skills and an ability to communicate clearly to different target groups and with a range of people from diverse backgrounds and cultures
- > Professional use of English. Fluent speaker in common Zambian local languages i.e. Bemba, Nyanja, Tonga, etc.
- > Competent in working in google work environment including spreadsheets, and other relevant data analysis tools
- > Excellent project management skills

You are a fit for this role if you:

- > Ability to work autonomously, self organised and be accountable for work results
- > Assertive and strong team player
- > Strong attention to detail and a commitment to teamwork
- > Ability to work with diverse section of community age groups and genders
- > Passionate about working with low-income communities, youth and women to create positive change
- > Collaborative mindset and innovative approach to problem solving and conflict resolution

Nice to have:

- > Project management training
- > Experience of working in humanitarian efforts, with diverse communities and partners
- > Training in monitoring and evaluation (M&E), with practical experience overseeing M&E activities
- > Experienced in working with international teams

We are looking forward to receiving your application by 17th May 2023 at 23:59 hours through [this form](#).