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**JOB PROFILE**

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| 1. **Post Information** | |
| **PostTitle** | Provincial Field Officer |
| **Component** | Operations/AdvoComm |
| **Location** | Provincial Office |
| **Post Reports To** | Provincial Manager |
| **Contract Type and Duration** | Duration 1 Year |

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| 1. **Job Purpose** |
| *Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).* |
| Implement the public outreach projects of the South African Human Rights Commission; through field research, community rights sensitization, investigations within the province |

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| 1. **Position of the Post in the Organisation** |
| *Structure diagram* |
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| 1. **Key Responsibilities** | | | | |
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| *List major activities and contribution to the organisation for which this post is held accountable* | | | | |
| **Key Performance Areas (KPA)** | | **Activities (Linked to each of the KPAs)** | | |
| **No.** | **KPA Description** | **No.** | **Activity Description** | |
| 1 | Monitoring and research | 1.1 | Contribute to the development of community monitoring tools and administer same in identified communities | |
| 1.2 | Assist with the collection and compilation of relevant data. | |
| 1.3 | Manage the quality of the data. | |
| 1.4 | Analyse relevant data collected. | |
| 1.5 | Monitor and report on trends in the community with regard to socio-economic rights, and rights of vulnerable groups | |
| 1.6 | Compile, write and submit reports for approval. | |
| 2 | Increase visibility and accessibility of the Commission at identified community sites | 2.1 | Identify, develop, coordinate and implement plans to increase visibility and accessibility of the Commission through public outreach project e.g. by establishing a presence at specific sites; | |
| 2.2 | Implement and support advocacy strategies in respect of public outreach, including campaigns and special projects in communities | |
| 2.3 | Identify, create, collaborate, support and sustain a network of key stakeholder relationships in the identified communities, including community based organizations, other chapter 9 institutions, local authorities and community leaders | |
| 2.4 | Conduct sensitization interventions about human rights and the mandate of the Commission. | |
| 2.5 | Distribute appropriate promotional material at identified sites | |
| 2.6 | Analyse and record trends and the environment | |
| 2.7 | Provide monthly reports of activities at each site | |
| 2.7 | Coordinate and support special projects and or visits to the sites | |
| 3 | Complaints Support | 3.1 | Record complaints from the identified communities for the attention of the Commission | |
| 3.2 | Maintain a record of all complaints per site, ensure complaints are registered at the provincial office | |
| 3.3 | Monitor progress of complaints, facilitate communications between the provincial office and complainants, provide accurate feedback to complainants at respective sites and maintain records of complaint support provided | |
| 3.2 | Support the provincial office in accelerating finalization of cases from sites through basic research, delivery of correspondence, and inspections | |
| 3.3 | Take active steps to increase access to justice for communities | |
| 3.4 | Collate information regarding complaints at each site on a monthly basis or such other complaints reports requested by the Provincial Manager | |
| 4. | General | 4.1 | Manage multiple projects | |
|  |  | 4.2 | Comply with policies, procedures, protocols and values of the Commission | |
|  |  | 4.3 | Develop and submit high quality reports as requested to scope | |
|  |  | 4.4 | Provide support to the Advocacy and Research Officer, Legal Officer and Provincial Manager as requested | |
|  |  | 4.5 | Extensive travel is required, including work outside of working hours from time to time, as determined by project needs | |
| 1. **Advisory Responsibility** | | | | |
| *Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.* | | | | |
| **To Whom** | | | | **Type of Advice/ Information** |
| Advocacy and Research Officer; Senior Legal and Legal Officer; Intake Officer and Provincial Manager | | | | Depending on context, analytical, formal and informal, written and unwritten progress reports, situational analysis and recommendations on request |
| Community Stakeholders, Chapter 9 bodies, Community Leaders, Complainants | | | | Depending on context, material content to be determined by the Provincial Office |

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| 1. **Accountability** | |
| *These fields are not compulsory and should only be completed if the fields are relevant to your post* | |
| Number of staff directly managed | * 0 |
| Number of staff indirectly managed | * 0 |
| Financial accountability | * Provincial Manager |

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| 1. **Inherent requirements of the Post** | |
| *The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.* | |
| **Skills/Knowledge/ Behaviour:** | |
| **Requirement** | **Type** |
| **Key competencies**  *(This field requires a list of all skills, behaviour and attitude requirements)* | * Project management; including basic monitoring and evaluation * Good understanding of basic human rights law * Minimum of 2 years of advocacy work, including facilitation and training * Basic research skills * Problem solving and analysis * Advanced writing skills * Excellent communication skills and is able to use collaborative and facilitative approaches * Able to work with a busy and diverse team * Computer literate * Strong interpersonal skills * Honesty and integrity * Creative * Client oriented and customer focus * Excellent time management and organization skills * Flexible and proactive * Is able to speak at least one African language dominant in the province |
| **Knowledge and education**  *(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)* | * Knowledge of all relevant legislation, policies and procedures * Knowledge and understanding of socio economic rights, customary law; rural dynamics; and the South African human rights legal framework * Applied knowledge of research, and advocacy * Knowledge and understanding of communications and stakeholder management requirements and processes * Knowledge and understanding of performance and project management systems and processes |
| **Experience**  *(Please list all relevant experience required for the post)* | * Dependent on level of qualification, but with at least 1 year of experience conducting field work if no formal legal qualification |

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| 1. **Career pathing** | |
| **Next higher position:** | None |
| **What is required to progress:** | Not applicable |