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**JOB PROFILE**

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| 1. **Post Information**
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| **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**
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| *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**
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| *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**
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| *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**
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| *These fields are not compulsory and should only be completed if the fields are relevant to your post* |
| Number of staff directly managed | * 0
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| Number of staff indirectly managed | * 0
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| Financial accountability | * Provincial Manager
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| 1. **Inherent requirements of the Post**
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| *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
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| **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
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| **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**
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| **Next higher position:** | None |
| **What is required to progress:** | Not applicable |