

## **Job Description**

**Position: Livelihood Extension Service Project**

**Supervisor: Field Coordinator**

**Duty station: Tinh Gia district, Thanh Hoa province**

The Livelihood Extension Service Project is building a team of experience ‘case officers’ who will act as the primary liaison between resettlement affected households and NSRP’s livelihood transition support projects and livelihood data collection efforts. After rapidly establishing strong, trust-based relationships, case officers will: collect information from the household based on the livelihood checklist; work with the household to develop Household Livelihood Transition Plans; follow up with the household and provide counsel to support the household to achieve their plan, and; advise households and deliver key messages on the opportunities available to them to transition their livelihoods. Case officers may be called upon to support group level interactions as necessary. In addition to household engagement, case officers will be maintain up to date household information in the project database and will be required to analyze household information, assess and rank household progress on livelihood restoration, and justify any changes in rankings.

A successful case officer has a strong relationship building, community engagement or counseling background, the ability to identify connections between household preferences and potential opportunities, and sound judgment of people and their potential.

The POs have strong community engagement and/or case officer experience and capacity and will be case workers who will visit the PAP households and help them to understand their path to restore their livelihood. They will establish strong and close relationship with the PAP households in order to collect reliable and non-biased data, to share key messages and offer counsel to households related to opportunities to help them restore their livelihoods. Each PO will provisionally visit three households per day or facilitate three focus group discussions every other day based on project macro-analysis or evaluation needs, as determined by Monkey Forest Consulting (MFC). After visiting the households, POs will verify the data from the households and entering them into the database. The POs will also support the HDPs, update household profile and household livelihoods checklist, assess and justify the household level of progress in restoring their livelihood. The POs, amongst themselves and the FC, will review and rank households (based on their progress in restoring their livelihoods) and/or recommend households to move to a different level or transition out of SSI program.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Conduct visits to resettlement-affected households to:
  - establish strong relationship with the households and related stakeholders
  - collect reliable and accurate data from households and individuals;
  - support households to develop their household livelihood transition plans;
  - follow up with the household on the fulfillment of their plan;

- advise / counsel households on potential opportunities;
- deliver key messages and help households to understand their livelihood transition.
- Be in charge of verifying the data from the households;
- Update household profiles and household livelihoods checklist in the project database;
- Assess and rank household progress on livelihood restoration; justify changes in household ranking; peer-review assessments and rankings of fellow case officers.
- Ensure fieldwork component of weekly activity report is complete;
- Conduct focus group discussions and other targeted data collection activities as required;
- Maintain a workrate of 4 household visits /day;
- Work closely with the Field Coordinator to develop work plan and periodic monitoring plan of activities
- Provide regular update on his/her project work plan to the Field Coordinator
- Ensure project activities are carried out in the field on time and with high quality.
- Prepare and submit field trip reports to the Field Coordinator with recommendations for program's quality improvement.
- Undertake other related tasks assigned by Field Coordinator and/or Livelihoods Program Manager in Hanoi office.

### **QUALIFICATIONS & EXPERIENCES:**

- A Vietnamese national;
- Holding a bachelor degree in relevant fields;
- At least 2 years of experience in community development, counseling or similar projects. Experience in working in Thanh Hoa is preferable;
- Experience in case management. Experience in resettlement and livelihood restoration projects or projects where people transition from rural to industrial lifestyle is preferable.
- Experience in using common data collection techniques and engagement tools such as focus group discussions , in-depth interviews, PRA / RRA toolkits;
- High energy and responsibility;
- Empathy when understanding household situation. Character / situation assessment.
- Excellent interpersonal and communication skills;
- Ability to analyze the situation and connect people's preferences with available opportunities. Convincing.
- Being able to work on flexible hours and using own motorbike to work at the field (Gasoline and phone call allowance will be provided);
- Ability to work under challenging circumstances with minimum supervision and with diverse groups of stakeholders;
- Sufficient English skills for reading and writing;
- Computer skills in Microsoft Office.