

**Better Care Network (BCN)
A Project of Tides Center**

Job Title: Knowledge and Communication Specialist

Reports to: Executive Director

FLSA Status: Exempt

Prepared date: 8th June 2021

ABOUT BCN:

The Better Care Network (BCN) is an interagency initiative that facilitates global information exchange and collaboration among the growing number of organizations, governments, community groups, and individuals working to strengthen children's care around the world. BCN's core purpose is to inform and influence global action for children without adequate family care and, as a dynamic interdisciplinary global network of organizations and individuals, share learning from the global to the local level to generate momentum and drive systemic change.

Today BCN is recognized as the preeminent global information hub and convener to influence action for children without adequate family care. The BCN website is the largest global collection of key research, tools, events and other documentation on issues related to strengthening family care and alternative care, designed to support academics, policymakers and practitioners alike.

POSITION SUMMARY:

The BCN Knowledge and Communication Specialist is responsible for the day-to-day management and development of BCN's global knowledge platforms, including the BCN website which is the largest online library resources on children's care, accessed by over 200 countries and territories. They work in close coordination with the BCN Senior Technical Adviser and the BCN Coordination and Outreach Specialist under the supervision of the BCN Executive Director.

This work includes maintaining and expanding BCN's online library of resources and directory of organizations, adding and editing content on the BCN website, collecting relevant data for snapshots on children's care at the country level, and disseminating relevant learning and resources through BCN's social media outlets, newsletter, webinars, and other platforms. The Knowledge and Communication Specialist takes a leading role in the development of BCN website content, monthly newsletter issues, and other communication and outreach material (including web-based tools), using new and innovative solutions to effectively communicate relevant developments and good practices in the field to BCN's members and stakeholders. The Knowledge and Communication Specialist collaborates with other actors in the sector on various projects and initiatives, such as joint issues of the BCN newsletter or joint webinars, cross-

promotion of key resources and events, development of content, and documentation of learning through videos, publications or other media. They also provide some operational support for BCN, including processing invoices and contracts, responding to inquiries, maintaining files and records, and tracking and reporting on knowledge management work with data and website analytics for grant reports.

In addition, the Knowledge and Communication Specialist works closely with the Coordination and Outreach Specialist for the *Transforming Children's Care Global Collaborative Platform* to support the promotion of more strategic sector-wide collaboration spanning the global to the local level and inclusive of a wider range of stakeholders. This includes supporting maintenance of the online platform, handling logistics for the webinar series, sharing meeting recordings, and supporting active engagement by members of the community.

The Knowledge and Communication Specialist is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Knowledge Management (50%)

- Lead on the day-to-day operation of BCN's knowledge management platforms, in particular the BCN website.
- Manage and expand BCN's online database of resources - including the Practitioner Library, the individual country pages, and the directory of organizations - by regularly identifying new and relevant articles, reports, tools, videos, news, events, job postings, guides, case studies, and other materials; organizing and categorizing them appropriately within the BCN library of resources; and disseminating them to relevant stakeholders
- Support ongoing development of the BCN website functions, organization, and design to maximize its accessibility and efficient functioning and respond to BCN's evolving needs as the leading resource for information on children without adequate family care.
- Lead on managing relationships with vendors supporting the website as well as BCN's IT needs, including overseeing work on various web development and design projects
- Contribute to development of BCN reports, videos, and other learning products as needed, including reviewing and editing content, sourcing photos and other design assets, and providing other support.
- Produce accessible educational and training tools to support effective dissemination of alternative care standards, good practices and lessons learned in the field, in collaboration with the Senior Technical Adviser.
- Work with the Coordination and Outreach Specialist of the global collaborative platform to support collaboration and learning/knowledge exchange through the Transforming Children's Care online community.

- Track use of BCN resources, materials and support and analyze web traffic and use to better understand the information needs of users.
- Lead on the development and distribution of the BCN Newsletter, including the collection, vetting and summarizing of resources for inclusion in the newsletter, as well as collaboration with partner organizations on joint newsletter issues.
- Conduct research and information collection to facilitate the preparation of standardized responses to BCN member requests for advice and assistance concerning the care and protection of children.
- Coordinate the collection and entry of data to be featured in dashboards providing a high-level overview of the status of children's care and care reform efforts country by country ("country care snapshots"), including outreach to in-country partners and colleagues, review of relevant reports and studies for existing data, and the transfer of data into dashboards from household survey findings through automatic "scraping" and/or manual extraction.

Communication and Outreach (35%)

- Lead on the development and implementation of the communication and outreach strategy, including the development of communication materials, using new and innovative solutions through social media and other web-based tools (such as online communities of practice, e-learning modules, webinars, etc.), in collaboration with the BCN Executive Director and the BCN Senior Technical Adviser, to communicate effectively to BCN members and stakeholders developments and learning in this field.
- Lead on the dissemination of relevant information, events, and news on a regular basis through BCN's social media platforms and the BCN website, and facilitate information sharing and cross learning between stakeholders
- Work with partners in the field to help disseminate and promote their relevant resources and events and collaborate on coordinated inter-organizational or interagency communications efforts.
- Lead on developing the Network's membership by managing its listserve and outreaching to other potential stakeholders, networks and agencies to recruit new members and grow BCN's reach, particularly among a wider variety of stakeholders.
- Conduct outreach to invite partners and other actors in the field to complete in-depth organization and practitioner profiles to be featured in the BCN online directory of organizations
- Conduct outreach to partners and relevant stakeholders to discuss other points of potential collaboration, including joint newsletter issues, webinars, and other initiatives

- Support the organization of events related to care issues, identifying appropriate venues, drafting meeting agenda, compiling relevant background information, ensuring good note taking, drafting minutes and action points for circulation and following up specific points of action pledged by members at the meetings.
- Lead on the development and use of a uniform and consistent brand for BCN throughout its publications and communications, including use of logos, posters, training materials and others.

Operational Support (15%)

- Document existing operating procedures, in particular in relation to the website and newsletter, but also supporting the development of the internal shared drive, and BCN's internal and external information.
- Facilitate the development and management of organizational records and relevant databases, maintaining necessary forms, records, and receipts
- Manage BCN's websites and domains
- Process invoices, expense reports, contracts, etc in coordination with the BCN Executive Director.
- Track and record website analytics, including number of downloads and views, for grant reports
- Respond to inquiries, requests, and other messages directed to BCN, ReThink Orphanages, or the Tracking Progress Initiative online contact form
- Manage BCN's digital accounts, including Zoom, GoDaddy, Basecamp, Constant Contact, Hootsuite, Digital Ocean, and Survey Monkey.
- Liaise with vendors and consultants to collect required documentation and information to process payments, contracts, etc.

OTHER DUTIES AND RESPONSIBILITIES

- Participate in developing, implementing, and reporting on BCN's annual work plan and budget.
- Contribute to the development of BCN's strategic plans and reviews.
- Support the organisation and facilitation of meetings and conferences (in person and digital)
- In consultation with the Executive Director, carry out such other activities as may be appropriate.
- Fill in for the BCN Coordination and Outreach Specialist, the BCN Senior Technical Adviser, when appropriate, in consultation with the BCN Executive Director.

EDUCATION AND EXPERIENCE:

Required:

- Bachelor's Degree in job related field, including social work, international development, journalism, international human rights law or another relevant discipline.

- A minimum of 2 years of job related experience in the provision of services, knowledge management, and advocacy regarding the care and protection of vulnerable children and families.
- Experience of outreach and communication with multiple partners in diverse contexts and across organizations and stakeholders.
- Experience operating web-based platforms and using information systems.

Desired:

- Experience working in a child protection or other relevant social services setting in both developed and developing country context and working with technical networks.

KNOWLEDGE, SKILLS AND ABILITIES:

Required:

- Familiarity and expertise with web-based content and management systems is essential, including expertise in the development of material/content for publication on a website and/or newsletter.
- Demonstrated understanding of key issues regarding child rights, child care and protection issues at country or regional/global levels.
- Demonstrated skills mobilizing collaboration and coordination among organizations and individuals, particularly related to networks, clusters, and other similar groups.
- Demonstrated ability to work independently and within a small team, and to solve complex problems.
- Demonstrated strong communication skills and the ability to communicate (written, spoken) between and across a diverse set of actors
- Strategic planning and organizational development skills
- Strong English writing skills
- Ability to travel up to 5 % to 10% of the time, locally, domestically and internationally
- Ability to work remotely and to work flexible hours including occasional evenings and weekends as necessary to fulfill the duties of this position.

Desired:

- Additional language skills; French or Spanish would be a particularly strong asset.

ORGANIZATIONAL RELATIONSHIPS:

CONTACT	FREQUENCY	PURPOSE
Executive Director, Senior Technical Adviser, and Coordination and Outreach Specialist, Consultants & Contractors	Daily as needed	Support function and information needs
Tides Human Resources	As needed	Coordinate team support needs
Tides Finance	As needed	Support functioning of BCN

Better Care Network Advisory Board and member organizations	As needed	support functioning of BCN and project collaboration
External Key contacts (international NGO's, donors)	As needed	

PHYSICAL DEMANDS:

This is primarily an office desk job and generally will entail minimum physical exertion such as carrying heavy items weighing more than a small box of papers weighing 15-20 pounds. Position requires constant operation of computer and other office productivity machinery (i.e., copy machine, scanner/printer). Periodic travel includes long distance and to multiple locations and entails repeated jetlag, and ability to work on occasions with limited sleep.

WORK ENVIRONMENT:

BCN is currently operating remotely and the post holder is expected to work from home, with the possibility of a transition back to an office at a later stage. Due to the global nature of BCN, work hours may require the post holder to work on an occasional basis across time zones and outside of usual office hours. While on travel, work will be primarily performed in hotel rooms, partner offices and conference centers.