

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

**Job Title: Knowledge and Communication Specialist**

**Reports to: Director**

**FLSA Status: Exempt**

**Prepared date: 6<sup>th</sup> August 2017**

**POSITION SUMMARY:**

The BCN Knowledge and Communication Specialist works in close coordination with the BCN Senior Technical Adviser and under the supervision of the BCN Director. He/she is responsible for the day-to-day operation and development of BCN's information platforms, including its website, newsletter, and social media outlets under the supervision of the BCN Senior Technical Adviser. The BCN Knowledge and Communication Specialist also takes a leading role on proposing and developing new content and features for those platforms and in the development of communication and outreach material for BCN, web-based tools, using new and innovative solutions to communicate effectively to BCN members and stakeholders relevant developments and good practices in this field. In addition, the BCN Knowledge and Communication Specialist works closely with the Regional Coordinator of the Eastern and Southern Africa initiative to support practice based learning by practitioners through the Care 2 Practice online community and other initiatives in the region.

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**

- Lead on the day-to-day operation of BCN's knowledge management platform, in particular the BCN website, the development and management of information under the new web-based information system, and communication with vendors supporting the website as well as BCN's IT needs.
- Lead on the development and posting of content on the BCN website including drafting, editing and updating of resource materials and content for the BCN website and online Practitioners Toolkit, in collaboration with the BCN Senior Technical Adviser and with the support of the BCN Intern.
- 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.

- Work with the Regional Technical and Knowledge Management Specialist for Eastern and Southern Africa to ensure documentation and learning from the initiative is shared and communicated effectively to the initiative's stakeholders and the broader BCN Membership.
- Work with the Regional Coordinator of the Eastern and Southern Africa initiative to support practice based learning by practitioners through the Care 2 Practice online community and other initiatives in the region.
- Assist in tracking use of BCN resources, materials and support and analyzing web traffic and use to better understand the information needs of users.
- Lead on the development and distribution of the BCN Newsletter in collaboration with the BCN Senior Technical Adviser, including the collection, vetting and summarizing of resources for inclusion in the BCN newsletter.
- 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.
- 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.

### **Communication and Outreach**

- Lead on the development and implementation of the communication and outreach strategy, including the development of communication materials and tools, using new and innovative solutions through social media and other web based tools such as online community of practices, e-learning modules, webinars, etc. , in collaboration with the BCN Director and the BCN Senior Technical Adviser, to communicate effectively to BCN members and stakeholder's developments and learning in this field.
- Lead on the dissemination of relevant information, events, news on a regular basis through BCN's social media platform and the BCN website, BCN Twitter, blogs, and facilitate information sharing and cross learning between stakeholders that use this platform.
- Lead on developing the Network's membership by managing its listserv and outreaching to other potential stakeholders, networks and agencies to recruit new members and grow BCN's outreach capacity.
- 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.
- Travel up to 5 % to 10% of the time, locally, domestically and internationally required to fulfill the essential job duties of this position.
- Evening and weekend work will be necessary from time to time to fulfill the essential duties of this position.

## **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 other operational and administrative processes such as documenting existing operating procedures, in particular in relation to the new 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.
- In consultation with the Director, carry out such other activities as may be appropriate.
- Fill in for the Senior Technical Adviser, when appropriate, in consultation with the BCN 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, including relevant experience in at least one developing country context.
- Experience of outreach and communication with multiple partners in diverse contexts and across organizations and stakeholders
- Experience with web-based platforms and using information systems.

### **Desired:**

- Experience working in a child protection 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 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:**

<b>CONTACT</b>	<b>FREQUENCY</b>	<b>PURPOSE</b>
Director, Senior Technical Adviser, and Regional Technical and Coordinator for the BCN Eastern and Southern Africa Regional Initiative, Consultants & Contractors	Daily as needed	Support function and information needs
Tides Human Resources	As needed	Coordinate team support needs
Tides Finance & Fundraising	As needed	
Better Care Network Steering Committee 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 in an air-conditioned environment 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., calculator, copy machine, printer). Periodic travels including long distance and to multiple locations and entails repeated jetlag, and ability to work on occasions with limited sleep.

**WORK ENVIRONMENT:**

The position is located in NYC, however, non-local candidates will be considered. The Knowledge & Communication Specialist works within shared communal space. Office is located on 3rd floor of a modern office building in mid-town Manhattan. Noise level is quiet with few interruptions. Virtual work arrangements are negotiable. While on travel, work will be primarily performed in hotel rooms, partner offices and conference centers.