

Job title: Outreach Officer/Info point Facilitator

Status: full time

Summary: The Outreach Officer/Info point Facilitator provides first line communication and information to the beneficiaries and third parties. He/she performs basic intake and referrals and connects beneficiaries with case managers or effects registrations for activities, classes and distributions. Outreach Officers/ Info point Facilitators provide information to beneficiaries and potential beneficiaries and may also provide in interactions with inhouse or cooperating services providers. If needed the officers may also provide roving outreach support. Moreover, he/she will implement activities with the aim to promote community engagement and participation, and measurable behavioral and social change/mobilization.

Responsibilities:

- Provides front line reception and information services
- Develops outreach schedule and mode of outreach activity
- Conducts outreach to predetermined locations as per outreach schedule
- Conducts basic intake for all beneficiaries and potential beneficiaries
- Works closely together with the rest of the project team
- Provides appropriate information to refugees on the services provided by the project and refers beneficiaries to the PSS team or other third party services
- Performs first-level registration of refugees who are interested in engaging in PSS and schedules sessions with the PSS team (or other registration activities as instructed)
- Conducts information collections meetings with NGOs/CBOs or local/regional authorities for populating the information and service database
- Provides interpretation to refugees or team members as instructed by management
- According to the needs of the beneficiaries, implements community-based activities
- Reports to team leader

Required skills and qualifications:***Essential:***

- Fluent in Ukrainian/ Russian
- Good knowledge of English
- Good knowledge of Polish
- At least 1 year of experience
- Very good interpersonal skills and communication skills
- Well-organized and efficient
- Computer literate

Desired:

- University degree in any subject (especially humanities / social sciences)
- Valid certificate of accredited interpreting training.
- Experience in working with refugees and/ or in crisis situations

