



## Job Profile: Northern/Eastern Cape Field Support Officer

### **Main purpose:**

The Field Support Officer will support in the co-ordination of field-based activities for **gold-youth** in the Region of Northern/ Eastern Cape. This will involve:

- 1) Support in co-ordinating the relationships between **gold-youth** and its Northern Cape/ Eastern Cape Programme Stakeholders.
- 2) Support in the execution of the NC/EC field based plan. This will involve carrying out implementation of field-based activities to support the effective service delivery of the **gold** Model to partner organisations in Northern and Eastern Cape. This includes working closely with staff of community and faith- based organisations that have collaborated with **gold-youth** in the implementation of youth peer education in alignment to the **gold** Model.

### **Reporting to:**

Northern Cape / Eastern Cape Field Co-ordinator

### **Context:**

The conditions under which the job operates, requires that the applicant be based in Northern Cape and must be willing to travel regularly (in a team or on their own) via plane and/ or road to **gold** Head Office or selected sites and underserved communities where Northern Cape and Eastern Cape **gold** Peer Education is being implemented. This may include overnight stays of up to two weeks away from home in the Western Cape at **gold** Hub and Northern and Eastern Cape regions as well as in Johannesburg which may be a training venue for field based delivery.

### **Key result areas:**

This list contains roles that are typically associated with the job. It is not all-inclusive and may vary from time to time.

#### **1. General Regional Support**

Play a support role in ensuring the co-ordination and implementation of the Field based service delivery functions in Northern and Eastern Cape.

Support in the co-ordination of the day to day administration of the **gold** Field office as directed by the Field Co-ordinator.

Support the **gold** Field Co-ordinator where required.

## 2. Peer Education Programme Support

### 2.1 Stakeholder Management

Support in the stakeholder relationships between Northern and Eastern Cape Social Franchisees (SF Leadership including Directors and Programme Managers; Facilitator Interns; regional collaborative NGO's; and relevant network contact persons) as well as other **gold-youth** personnel. This may involve being the interface between staff of the implementing organisations and **gold** where led by the Field Co-ordinator.

Support in the logistics for the annual Stakeholder Management Workshops, Director and Government Workshops.

Support in the logistics for Bi-annual PEF's

### 2.2 PE Advocacy and Programme Visibility

Support in the logistics for regional community upliftment campaigns and advocacy and awareness activities in line with **gold** Advocacy and Visibility Brief from Hub.

### 2.3. Research and Development

Support and Participate in the implementation of R&D field activities where required based on RD Brief from Hub.

### 2.4. Training and Support

Participate in the implementation of the NC/EC Training schedule.

Maintain and update the NC/EC SF training database

Coordinate logistics of and conduct quarterly onsite support visits and Coaching for Programme Managers; Coordinators and Facilitator Interns at each Social Franchisee site in NC/EC when required.

Fulfil the role of trainer by participating in the delivery of selected **gold** training courses and workshops for programme managers, directors and Facilitator Interns of organisations in Northern/ Eastern Cape.

Provide support to programme managers and site coordinators by attending forums and networking events and regional meetings and reporting findings and developments to NC/EC Field Co-ordinator.

### 2.5. Quality Assurance

Co-ordinate and participate in the implementation of Field QA plans.

Ensure that all relevant QA Reports are timeously submitted.

Ensure that **gold's** M&E Tools and databases are updated.

## 2.6. gold Grad Management and Support

Play a key role in the execution of activities related to Connections as directed by Hub Connections and Placements Co-ordinator

- Support the process to build the **gold** network of current and future demand-side partners – for placements in NC/EC
- Based on relationships that get built with demand-side partners, identify which ones can be leveraged for opportunities from these partners to provide **gold-youth** vocational training and job shadow opportunities.
- Play a key role in supporting implementation of the **gold** placements service for youth in all countries and regions of operation as directed by the Hub.
- Participate in **gold** placement systems and processes as directed by the **gold** Connections and Placements Co-ordinator.

Support the Lead Facilitator Intern to ensure that the **gold** Grad and Connections database is updated regularly and accurately.

Provide input on **gold** Grad and Future Forward process notes and activities.

Support in the co-ordination of In Emerging Market Company Workshops.

Support in the co-ordination of **gold** Grad Networking events in line with budget.

Support the Lead Facilitator Intern to ensure that every **gold** Grad and Connections Brief from the Hub is executed well within time and budget.

Represent **gold-youth** by attending meetings with demand- side employers, vocational partners and strategic national placement partners when required and called upon by the Hub.

Support the Lead Facilitator Intern to ensure that mentoring groups are taking place according to **gold** standards.

### Core skills and competencies required:

Good written and verbal communication skills

Networking skills

Leadership skills

People management skills

Mediation skills, with a temperament given to dialogue and the resolution of issues

Computer skills – MS Office

Excellent understanding of peer education and capacity building of stakeholders

Understanding of GoLD's training approach, especially the learning model and experiential learning methodology

Planning and task management

Good administration skills

Report writing skills

Fluent in English and Xhosa or Sotho or isiZulu

Knowledge of budget management

**Characteristics:**

- Initiative and innovation
- Willingness to go the extra mile
- Creative Problem-solver
- Team-player
- Adaptability and flexibility to accommodate change
- Ability to create necessary structure for effectiveness
- Ability to translate vision into workable, structured pieces of work
- Committed to community transformation through youth
- Committed to living out a lifestyle of character, strong values and personal vision

**Qualifications:**

Relevant qualification in teaching, psychology, social work, development practice or equivalent experience

At least two years' experience in youth peer education programme management including management of related programme stakeholders or relevant community experience

Valid Drivers Licence essential