

ATTACHMENT 1 – TERMS OF REFERENCE

The Wildlife Conservation Society WCS Cambodia Program

Staff Name :
Position : REDD+ Feedback and Grievance Redress Officer
Project Name : Keo Seima Wildlife Sanctuary (KWS)
Duty Station : Mondulkiri
Report to : Conservation Compliance and Grievance Team leader

Background:

The Wildlife Conservation Society (WCS) Cambodia program was launched in 1999 and now works in three major forest landscapes – Southern Mondulkiri, the Northern Plains and the Tonle Sap floodplain. Among many other activities, this large program has a history of innovative work in the field of sustainable financing for conservation, including REDD+ (Reduced Emissions from Deforestation and forest Degradation). Two of the three landscapes are designated demonstration sites for the national REDD+ readiness process, and both of these include project areas seeking to sell credits on the voluntary carbon market. The Royal Government of Cambodia, through a long-running partnership with WCS, has sold to private companies the carbon credits from a climate change mitigation project in Keo Seima Wildlife Sanctuary (KWS). KWS REDD+ project is certified under the Verified Carbon Standard (VCS) and the Climate, Community and Biodiversity (CCB) Standards. As part of a number of social safeguards, including the country's first extensive Free, Prior, Informed Consent (FPIC) process during project development, the project operates a Feedback and Grievance Redress Mechanism, designed in participatory process. This procedure has been formalized to address disputes with communities and other stakeholders that may arise during project planning, implementation and evaluation, and includes processes for receiving, hearing, responding to and attempting to resolve grievances within a reasonable time period. The procedure takes into account traditional methods that communities and other stakeholders use to resolve conflicts. The REDD+ Feedback and Grievance Redress Officer will be responsible for the implementation of this mechanism, including supporting communities and other stakeholders to understand and use the procedure, and providing information to project teams and management to identify and resolve any issues identified through the process.

Job Responsibilities

- Understand in detail the Feedback and Grievance Redress Mechanism specified in the KWS REDD+ Project Description and in the CCB standards v3.1, including reporting methods, the 3 stages of escalation, and response timelines.
- Ensure that the feedback and grievance redress procedure is publicized and accessible to communities and other stakeholders, and that they are able to use the mechanism effectively.
- Collect feedback and grievances from the project hotline, submission boxes in villages, verbal reporting (including through other project staff), official letters, and other reasonable methods, and record clear, complete, and accurate information and supporting documents related to each case in the feedback and grievance database.
- Immediately notify the KWS REDD+ grievance redress committee of any serious issues raised through the mechanism, and provide ongoing summaries for minor issues.
- Coordinate with KWS project teams to implement feedback and grievance resolution action points.
- Prepare response letters summarizing initial grievance, action taken by the project to address the issue, and the result, to be signed by project management.

- Provide feedback and responses to individuals or communities where appropriate, including in-person meetings and posting official response letters on community notice boards.
- Track grievance progress through the mechanism, providing summaries to project management of active and resolved cases each month.
- Be responsible for hotline phone 24/7, ensuring sufficient credit, battery, service etc and receiving phone calls and messages.
- As well any and all other work assignments, duties, and/or functions as WCS or its management may designate or instruct in the course of its operation, which may include assignments, duties, and/or functions that vary from the above.

Qualifications and Experience

- Bachelor's Degree in Administration, Information Management, Environment or other relevant academic background.
- Experience working on environmental conservation, or community development projects. Although not required, having this background would be advantageous.
- Experience in data collection and especially managing data collection in the field.
- Good English communication skills, oral and written.
- Fluency in Khmer required.
- Bunong oral communication skills advantageous.
- Ability to work in a team and good interpersonal skills.
- Good analytical skills.
- Good computer applications skills.
- Ability to deal with people with tact and diplomacy.
- At least 2 years' relevant employment experience with NGOs.
- Willing to travel extensively at the project's sites.