



TIC TIMOR “MATADALAN TEKNOLOGIA RAILARAN”

TERMS OF REFERENCE	UID COMMUNITY OUTREACH OFFICER	TOR Number: TIC/UID/22.006
		APPROVED: Executive Director
		CHECKED: Human Resource
		ORIGINATOR: UID Secretariat
		ISSUE DATE: 8 March 2022
Job Location	TIC TIMOR I.P Office in Palacio do Governo, Dili, Timor-Leste	
Contract type	National	
Contract Duration	Until December 2022 with possibility of extension	
Reporting Line	Communications Lead	

I. BACKGROUND

TIC TIMOR IP is an agency established under the decree law number 29/2017 on 29th August 2017. The primary objective of the establishment of the agency is to improve effectiveness and efficiency of service delivery through the electronic Government including the initiative and implementation of a structure that can improve service delivery of the Information and Communication Technology that is stable, secured nationally and internationally, define a standard to guarantee compatibility of equipment and software including interoperability of systems and applications, security of data in relation to Government's activity with its citizen and public institutions.

II. OBJECTIVE

TIC Timor I.P is implementing the Program of Unique Identification (UID) to all citizens and residents in Timor-Leste from 2022 onwards which will complement and/or interconnect to other existing IDs in Timor-Leste. Therefore, it will require the dissemination of information on Unique ID to the wider community in TL.

TIC Timor is searching for a talented and professional **Community Outreach Officer** to support the Directorate of Unique ID to carry out the implementation of all community outreach activities. He/she will serve as the spokesperson for the UID program and works in conjunction with the Communication Specialist to develop planning and strategies of UID program activities by responding to the challenges of the community in regard to the implementation of the program.

The Community Outreach Officer will be responsible to coordinate and implement the community mobilization activities in target locations through community outreach representatives and identifying community leaders and key stakeholders to ensure greater community support and buy-in to the program through engaging the community or general public, conducting awareness sessions and providing information on the UID program.

III. SCOPE OF WORK

1. Develop weekly work plans, meetings with key stakeholders and key community members in coordination with Communication Specialist on awareness sessions on UID program to ensure the community is aware of the advantage and benefits of the UID services
2. Implement weekly work plans on awareness sessions with community members in coordination with Comms Specialist and the team



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3. Maintain a calendar of outreach activities, including community events, workshops, and other communication opportunities/initiatives
4. Assist in the organization of dissemination events and other initiatives
5. Assist in the preparation of an annual budget for community outreach activities
6. Carry out other tasks as requested by the direct and indirect supervisors/superiors

IV. SELECTION CRITERIA

1. BA in social work or any related field
2. Minimum 1 year of experience with community outreach
3. Able to prioritize and meet deadlines
4. Familiarity with Microsoft Office software
5. Detail-oriented with good multi-tasking abilities and communication skills, both oral and written.
6. Strong knowledge of social media and other basic marketing platforms.
7. Able to work well both within a team and independently, in a challenging and fast-moving environment.

V. KEY DELIVERABLES

1. In accordance with the scope of work listed above.
2. Within four (4) weeks of commencement of the assignment, develop an Annual Work Plan that is consistent with the relevant activities and performance indicators, for approval by the Executive Director.
3. Prepare and submit Quarterly Progress Report to the Executive Director in accordance with annual work plan
4. End of Assignment report to the Executive Director, no later than 10 working days prior to the end of contract.

VI. PERFORMANCE EVALUATION

The performance will be appraised and evaluated by the TIC TIMOR I.P management, using the Performance Appraisal System. This process will include a probation review within three (3) months of the commencement of the contract, regular reporting, ongoing workplace communications and annual performance appraisal. Performance indicators are in place for all areas within the Institution, and staff work will be contributing to the achievement of the priorities as set out in their TOR and in the Institution’s Five Years Plan.

The above terms of reference and qualifications are not meant to be all-inclusive. Additional responsibilities and qualifications may be added at any time by the employee’s direct supervisor or Executive Director of TIC Timor I.P.

TIC TIMOR IP is an Equal Opportunity Employer that encourages applications from persons with disabilities and members of underrepresented groups.

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