

PHASE Nepal

KNOWLEDGE MANAGEMENT AND SBCC OFFICER

Project period: September 2026 – December 2027

Project Background

Project: Strengthening Community Health Systems for Respectful, Equitable and Accountable Maternal, Newborn, Child Health and Nutrition Services

PHASE Nepal is implementing the project “Strengthening Community Health Systems for Respectful, Equitable and Accountable Maternal, Newborn, Child Health and Nutrition Services” in partnership with UNICEF Nepal. PHASE Nepal will directly implement the project in Karnali Province and provide technical and financial oversight to the Dalit Ethnic Upliftment Center (DEUC), Bara for implementation in Madhesh Province. Field staff in both provinces will be engaged by PHASE Nepal and will work in close coordination with DEUC in Madhesh.

The project aims to strengthen the quality, equity and accountability of maternal, newborn, child health and nutrition (MNCHN) services by promoting respectful care, strengthening health worker and FCHV capacity, integrating the Maternal and Child Health (MCH) Handbook into routine antenatal care and counselling, strengthening community engagement and dialogue, and using health facility and community scorecards to identify gaps and support service improvements.

The project will be implemented in six municipalities: Bheri Municipality, Sani Bheri Rural Municipality and Birendranagar Municipality in Karnali Province, and Hanumannagar Kankalini Municipality, Kolhabi Municipality and Birgunj Metropolitan City in Madhesh Province. The project will particularly focus on pregnant and postnatal women, mothers and children, adolescents, and underserved and marginalized communities, with emphasis on improving access to respectful, equitable and accountable MNCHN services.

Position Details

Position	Knowledge Management and SBCC Officer
Number of positions	1
Supervisor	Team Leader
Supervises	Provides technical guidance and mentoring to field staff on SBCC, community engagement and documentation.
Based at	Surkhet
Engagement	14 months, full-time

Key Responsibilities and Qualifications

Position Summary

Lead the programme’s social and behavioural change communication (SBCC), community engagement, knowledge management, documentation and communication functions, ensuring that community perspectives, implementation experience and learning are captured and translated into useful programme and learning products.

SBCC and Community Engagement

- Develop and implement evidence-informed SBCC and community engagement approaches relevant to respectful care, MCH Handbook use, care-seeking and family engagement.
- Support the design and facilitation of community dialogues and ensure meaningful participation of women, family decision-makers, FCHVs and relevant community leaders.

- Ensure communication approaches are culturally appropriate, gender-responsive, inclusive and accessible to marginalized groups.

Respectful Care and MCH Handbook Communication

- Support adaptation and finalization of communication and counselling materials related to respectful care and MCH Handbook use.
- Develop practical communication approaches that help families understand birth preparedness, danger signs, newborn care and continuity of care through the MCH Handbook.

Community Feedback and Scorecards

- Support community engagement and feedback processes linked to the health facility scorecard.
- Ensure community perspectives, concerns and agreed actions are documented and communicated to the relevant implementation and quality-improvement processes.
- Support confidential and accessible feedback mechanisms in line with safeguarding and accountability requirements.

Knowledge Management and Documentation

- Document programme results, implementation experience, good practices, challenges and lessons learned.
- Develop or contribute to case studies, human-interest stories, learning briefs, presentations, dissemination materials and other agreed knowledge products.
- Maintain an organized repository of programme learning and communication materials.

Learning and Dissemination

- Support municipal- and national-level sharing of programme results and key learning.
- Coordinate with the MERL, Research and field teams to translate evidence and field experience into concise, usable learning products.
- Support dissemination activities and capture feedback for programme improvement.

Capacity Building and Quality

- Orient and mentor Field Officers and Community Mobilizers on SBCC, community engagement, respectful communication and documentation.
- Promote consistent use of approved communication and community-engagement approaches across the six municipalities.

GESI and Safeguarding

- Ensure SBCC and knowledge products reflect GESI, equity, confidentiality, safeguarding and accountability principles.
- Ensure stories and documentation are produced with appropriate consent, privacy and ethical safeguards.

Qualifications and Experience

Education:

- Master's degree in Public Health, Social Work, Sociology or a related field.

Experience:

- Minimum 3 years of relevant experience in SBCC, health communication, community engagement and/or knowledge management.
- Experience in MNCHN or community health programmes is preferred.
- Experience developing communication, learning and knowledge products is preferred.
- Experience working in Karnali and/or Madhesh is an advantage.

Skills:

- Strong writing, editing, facilitation and communication skills.
- Understanding of SBCC and community engagement approaches.
- Ability to document and communicate programme learning clearly for different audiences.
- Good digital and Microsoft Office skills; basic design or multimedia skills are an advantage.
- Ability and willingness to travel to programme sites.
- Fluency in Nepali and English (spoken and written).

General Expectations for All Positions

- Work in accordance with PHASE Nepal policies
- Comply with the PHASE Nepal Code of Conduct, PSEA, safeguarding, GESI, confidentiality, data protection and ethical requirements.
- Maintain professional conduct and respectful engagement with programme participants, government stakeholders, health workers, FCHVs and communities.
- Carry out other reasonable responsibilities related to the position and programme objectives as assigned by the supervisor.