



Position Description: Iraq Community Coordinator

Applications for this position will be accepted through 1 May 2021

The [Center for Digital Resilience \(CDR\)](#) is seeking a Community Coordinator to join our global team to assist with management and implementation of a digital resilience program supporting the digital security and wellbeing of an emerging CDR community of civil society organizations in Iraq. The Community Coordinator will be responsible for the day-to-day coordination and delivery of in-country activities across the lifetime of the program, serving as a key intermediary between CDR and Iraq community members, program partners and external service providers.

This role will be a full-time contract position, running from May 2021 through December 2022.

About CDR

The Center for Digital Resilience strengthens the digital resilience and integrity of civic space around the world. We work closely with partners to provide the structures, tools, and resources needed by communities to operate safely and effectively online. Our values of tolerance, internet freedom, community-focused approaches, human-focused technology, continual learning, and transparency guide every aspect of our work across our core pillars of Community Engagement, Information & Analysis, and Technology.

Responsibilities

Project Management

- Lead coordination of project activities in support of community members
- Track and report on project monitoring and evaluation
- Compile and deliver regular narrative reporting for project donors

Community Engagement

- Build relationships and trust with community members by facilitating onboarding process and ongoing service delivery
- Track community member progress and engagement across all activities to ensure consistent interaction and follow-through
- Capture and incorporate feedback from community members and stakeholders to improve quality of service and support

Preventative Assistance

- Support provision of digital wellness assessments for community members
- Coordinate with CDR Security Director and service providers to facilitate delivery of training and ongoing preventative assistance to community members
- Produce and share community outreach on relevant digital threats and updates

Incident Response

- Manage response and triage of digital security incidents and assistance requests on [CDR Link](#), our secure help desk platform
- Route incoming requests to appropriate responders and service providers, and track progress of individual cases
- Communicate with community members to ensure they are provided with consistent, high-quality assistance

Qualifications

Relevant Experience

- At least 5 years' project management experience in human rights, digital security, tech advocacy, or related fields, working with high-risk users and communities
- Understanding of basic concepts and issues related to digital security, online privacy, surveillance, social engineering, and online harassment
- Experience coordinating activities across online networks or communities
- Experience communicating effectively across multiple platforms in a fast-paced, remote team environment

Expected Skills & Capacities

- Excellent project management skills
- High emotional intelligence with ability to guide people through stressful incidents
- Exceptional professionalism and follow-through with acute attention to detail
- Superb interpersonal, writing, and communication skills
- Ability to manage time effectively across multiple responsibilities and priorities
- Excellent ability to work collaboratively and respectfully with diverse, multicultural audiences across organizational boundaries
- Fluency in both English and Arabic

Location

This position will be located in Erbil, Iraq. CDR is a fully remote organization, based in Washington, DC, with a globally distributed team.

Compensation

This is a mid-level, full-time contract position, reporting to team leads. Compensation is competitive and commensurate with experience.

How to Apply

Interested candidates should email their resume and a brief, one-page cover letter to:

info@digiresilience.org

CDR is an equal opportunity employer. We are dedicated to building a diverse community of individuals who are committed to contributing to an inclusive environment. We encourage candidates from all backgrounds of race, color, gender, gender identity or expression, sexual orientation, nationality or national origin, religion, age and disability to apply.