



JOB PROFILE

A. Post Information	
Post Title	Human Rights Officer
Component	Operations
Location	Provincial Office
Post Reports To	Advocacy and Research Officer
Salary	
Contract Type and Duration	Permanent (level 8)

Job Profile Verification	
Profile Verified By:	Senior Manager Operations
Date Verified:	30 January 2017

Job Profile Validation	
Profile Validated By:	Chief Operations Officer
Date Validated:	13 March 2017

Job Evaluation Outcome	
Confirmed Grade:	Human Resources Manager
Date Graded:	27 March 2017

B. Job Purpose

Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).

Increase the visibility and reach of the Commission; through monitoring, undertaking and providing support to advocacy; and legal services within the province

C. Position of the Post in the Organisation

Structure diagram



D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
1	Monitoring and research	1.1	Contribute to the development of community monitoring tools and administer same in identified communities
		1.2	Assist with the collection and compilation of relevant data.
		1.3	Monitor and report identified places of detention
		1.5	Monitor and report on facilities housing older persons and persons with disabilities and children
		1.6	Compile, write and submit basic reports for approval.
2	Increase visibility and accessibility of the Commission at identified community sites	2.1	Provide support to implement plans to increase visibility and accessibility of the Commission through public outreach project e.g. by establishing a presence at specific sites
		2.2	Support advocacy interventions in respect of public outreach clinics, campaigns and special projects in communities.
		2.3	Contribute to the maintenance of a network of key stakeholder relationships in the identified communities, including community based organizations, other chapter 9 institutions, local authorities and community leaders
		2.4	Conduct sensitization interventions about human rights and the mandate of the Commission. Assist with human rights training
		2.5	Distribute appropriate promotional material at identified sites
		2.6	Record and report on trends and the environment
		2.7	Support the Advocacy and Research Officer with communications interventions in respect of media engagements and related work
		2.8	Provide monthly reports of activities at each site
		2.9	Coordinate and support special projects and or visits to the sites
3	Complaints / Legal Support	3.1	Record complaints from the identified communities for the attention of the Commission, conduct consultations with complainants and attend to once-off enquiries

D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
		3.2	Maintain a record of all complaints per site, ensure complaints are registered at the provincial office, update Flowcentric
		3.3	Assist with legal research and drafting; serving and filing
		3.4	Monitor progress of complaints, facilitate communications between the provincial office and complainants, provide accurate feedback to complainants at respective sites and maintain records of complaint support provided
		3.5	Support the provincial office in the finalization of cases from sites through basic research, delivery of correspondence, and inspections as well as attending to once-off enquiries
4.	General	4.1	Provide support to projects within the Provincial Office
		4.2	Comply with policies, procedures, protocols and values of the Commission
		4.3	Develop and submit high quality basic reports as requested to scope
		4.4	Provide any additional support and assistance to the Provincial Office, as requested by the Provincial Manager.
		4.5	Travel within the communities in the province is required, including work outside of working hours from time to time, as determined by project needs

E. Advisory Responsibility

Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.

To Whom	Type of Advice/ Information
Advocacy and Research Officer; Senior Legal and Legal Officer; Intake Officer and Provincial Manager	Depending on context, analytical, formal and informal, written and unwritten progress reports, situational analysis and recommendations on request

D. Key Responsibilities			
<i>List major activities and contribution to the organisation for which this post is held accountable</i>			
Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
	Community Stakeholders, Chapter 9 bodies, Community Leaders, Complainants		Depending on context, material content to be determined by the Provincial Office

F. Accountability	
<i>These fields are not compulsory and should only be completed if the fields are relevant to your post</i>	
Number of staff directly managed	• 0
Number of staff indirectly managed	• 0
Financial accountability	• To Provincial Manager

G. Inherent requirements of the Post

The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.

Skills/ Knowledge/ Behaviour:

Requirement	Type
<p>Key competencies</p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> • Either LL.B or BA (Social Sciences) / (Development Studies) • Basic Project management; including basic monitoring and evaluation • Good understanding of human rights law • Minimum of 2 years of advocacy and / or legal work, including facilitation and training • Basic Research skills • Problem solving and analysis • Advanced writing skills • Excellent communication skills and is able to use collaborative and facilitative approaches • Able to work with a busy and diverse team • Computer literate • Strong interpersonal skills • Honesty and integrity • Creative • Client oriented and customer focus • Excellent time management and organization skills • Flexible and proactive • Must be fluent in the language predominantly spoken in the province they apply for
<p>Knowledge and education</p> <p><i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i></p>	<ul style="list-style-type: none"> • Knowledge of relevant legislation, policies and procedures • Knowledge and understanding of socio economic rights, customary law; rural dynamics; and the South African human rights legal framework • Applied knowledge of research, and advocacy • Knowledge and understanding of communications and stakeholder management requirements and processes

	<ul style="list-style-type: none"> • Basic Knowledge and understanding of performance and project management systems and processes
<p>Experience</p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> • Dependent on level of qualification, but with at least 1 year of experience conducting field work • Must be an experienced driver with an unendorsed license (and be willing to travel and drive)

H. Career pathing	
Next higher position:	Advocacy and Research Officer/Researcher/Legal Officer
What is required to progress:	Work experience and high quality delivery