POSITION DESCRIPTION
Social Impact Field Support Officer

Period: 12 Months
Start date: July 2020
Reports to: Good Return Cambodia Program Coordinator
Works closely with: Chamroeun Microfinance PLC; Good Return Program Team
Location: Phnom Penh, Cambodia
Level of effort: 38 hours per week plus occasional weekend activities
Time off: 30 days accrued throughout the year, inclusive of public holidays; to be taken prior to placement completion date.

FSO Program Objectives
The objectives of the Field Support Officer (FSO) Volunteer Program are for FSOs to:
- Gain valuable experience living and working in a developing country as part of a professional team
- Assist with the implementation of Good Return and partner objectives and specific programs
- Strengthen relationships with partners by enhancing communication and coordination
- Support Good Return’s communications and marketing

The FSO Program has enabled previous volunteers to build their careers in the international development sector, with a number now in paid roles both in Australia and overseas.

Assignment Objectives
The assignment objectives of the Social Impact Field Support Officer are to provide support to Chamroeun Microfinance PLC on a number of activities implementing the social goals of micro and SME finance, to ensure Chamroeun meets its social mission. Good Return is partnering with Chamroeun:
1) to improve the financial capabilities and money management practices of clients, including adapting financial capability training and financial products for people with a disability
2) to improve staff understanding of client protection principles and other inclusive practices (e.g. gender inclusiveness) through elearning
3) to provide funding for microloans via Good Return’s Loan platform program
4) to stimulate investment into small to medium enterprises that will increase the income of farmers in agricultural value chains, particularly women
5) to mainstream gender equity within Chamroeun through a gender organisational self assessment and gender review of products and services

RESPONSIBILITIES
1. Consumer Awareness & Financial Empowerment
   - Support Chamroeun to implement Good Return’s money management training to reinforce the financial capability of clients of Chamroeun, in collaboration with the Cambodia Microfinance Association
   - Support Chamroeun and Good Return’s creation of accessible money management training and accessible financial products together with the Cambodian Disabled People’s Organisation, Agile Development Group and Humanity and Inclusion

2. Responsible Inclusive Finance
   - Build Chamroeun’s staff training capabilities through the implementation of Good Return’s RIF Academy as a private, internally managed eLearning platform aimed at improving client protection practices. Under this initiative, support Chamroeun’s team as they build a framework to ensure understanding and implementation of client protection principles across all staff.
• Provide feedback and update any challenges to the RIF Academy team regarding staff usage or uptake of elearning.

3. Impact Investment
• Closely assist with Chamroeun’s gender review of products and services and gender organisational self assessment
• Support the development of SME lending at Chamroeun, aimed at benefiting rural farmers
• Conduct field visits to monitor micro-loan clients under Good Return’s loan platform

4. Partnership & program development support
• Support effective communications between Chamroeun and Good Return teams
• Provide support for Chamroeun and Good Return to organize reflection and learning events related to project implementation.
• Produce content for print and digital including, interviews & case studies for marketing & promotional materials, feature stories for e-newsletters, short blogs, photographs and video for Good Return website
• Research, identify and follow up on funding opportunities and support proposal writing

Other activities may arise with the partner organisation during the course of the FSO year and responsibilities will be agreed in accordance with the needs of the partnership.

CITIZENSHIP
You must be an Australian citizen or have permanent residency to apply for this position. Applicants not meeting this requirement will not be considered.

ESSENTIAL SKILLS AND EXPERIENCE
• A degree in Economics, Finance/Business, International Development, Education or similar is required
• At least 1 year of work experience (paid or unpaid) relevant to Good Return’s program areas, such as international development, finance/banking, adult education or social inclusion
• Independent living or travel experience, preferably in Asia
• Willingness and ability to travel to the field
• Self-motivation and desire to learn
• Interest and passion for social inclusion, particularly gender and disability inclusion
• Strong written & verbal communication skills, including report writing and ability to adapt communication style for various stakeholders
• Experience working in a cross-cultural context, especially in teams
• Experience in conducting monitoring and evaluation activities
• IT skills, particularly Microsoft Word and Excel

DESIRABLE SKILLS AND EXPERIENCE
• A postgraduate degree in a relevant field (International Development, Finance, Business, Education, etc.)
• Experience in coaching, training or mentoring
• Experience conducting interviews including researching a subject and story
• Experience in social inclusion (particularly gender and disability inclusion)
• Desire and interest to learn local language

ESSENTIAL PERSONAL QUALITIES
• Independence and resilience
• Cross-cultural awareness and sensitivity
• Patience, tolerance and open-mindedness
• Responsible (for own actions, upholding integrity)
• Initiative and ability to adapt to isolated settings with limited resources
• A sense of humour!
ALLOWANCES AND SUPPORT

Pre-departure:
- Induction training at Sydney office (4 days)
- Health check and vaccination expenses
- Visa expenses
- International airfares at the commencement and conclusion of the assignment

Settling in:
- Initial accommodation arranged; it is the responsibility of the FSO to secure long-term accommodation
- First 2 monthly allowance payments paid in advance to assist with set-up costs in-country
- Orientation support (negotiating lease agreements, shopping options, etc.)

During assignment:
- Support, monitoring and security guidance from Supervisor and Good Return regional & Sydney offices
- Monthly allowance (to cover living and accommodation expenses)
- Language allowance
- Travel insurance
- Professional development opportunities
- Debrief following conclusion of placement

ABOUT GOOD RETURN

Good Return’s mission is to enable those living in poverty to achieve economic empowerment. We do this by working in partnerships that innovate and strengthen financial services and provide economic opportunities for those living in poverty across the Asia Pacific Region.

Our work focuses on promoting responsible inclusive finance, building financial capability & consumer empowerment, and developing smallholder agribusiness solutions. We also deliver interest free loan capital raised from the Australian public. Together these powerful tools empower people to create lasting change for themselves.

Good Return is an initiative of World Education Australia, an international development agency accredited by Australian Aid and a member of the Australian Council for International Development (ACFID). Good Return has no religious affiliations. Visit www.goodreturn.org.au for more information.

ABOUT CHAMROEUN MICROFINANCE PLC.

Chamroeun Microfinance Plc. was set up in 2006 as a program of the French Non-Governmental Organization Entrepreneurs du Monde (EdM). In 2009, having reached financial and operational sustainability, Chamroeun was registered as a local credit operator, and got its microfinance license in 2011. Chamroeun’s ethos has always been one of social microfinance, meaning that it works with poor entrepreneurial families, that access barriers are not prohibitive, and that vulnerabilities of these families are addressed (as much as possible) in a holistic manner – to ensure that risks of taking credit for both borrowers and the organization are effectively mitigated.

Chamroeun’s social performance shall refer to activities that are designed and implemented to drive Chamroeun in accordance with its stated social mission, as defined by its vision and mission statements, as well as its social performance management framework as developed by its social performance management committee under the Board of Directors.

ABOUT OUR PARTNERS
We have been working in partnership with various Financial Service Providers across the Asia Pacific Region since 2010. Our current partners are located in Cambodia, Nepal, Myanmar, Philippines, Indonesia, Solomon Islands, Fiji, Tonga & Samoa.

Our partnerships are based on a shared mission to provide responsible microfinance services to people living in poverty as well as build the financial capability of their clients. Our partners are committed to improving their social performance management systems, which includes implementing the seven client protection principles. For more information Social Performance Management & Client Protection:

- http://www.microfinancegateway.org/p/site/m/template.rc/1.11.48260/1.26.9231/

Please visit our website (www.goodreturn.org.au) for further information on our partners.