

The Wildlife Conservation Society

WCS Cambodia Program

TERMS OF REFERENCE

Staff Name :
Position : Conservation Compliance and Grievance Team Leader
Project Name : Keo Seima Wildlife Sanctuary (KSWS)
Duty Station : Mondulkiri
Report to : Deputy Country Director (Temporary Supervision)

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Background:

The Wildlife Conservation Society (WCS) Cambodia program was launched in 1999 and now works in three major forest landscapes – Southern Mondulkiri, the Northern Plains and the Tonle Sap floodplain. Among many other activities, this large program has a history of innovative work in the field of sustainable financing for conservation, including REDD+ (Reduced Emissions from Deforestation and forest Degradation). Two of the three landscapes are designated demonstration sites for the national REDD+ readiness process, and both include project areas seeking to sell credits on the voluntary carbon market. The Royal Government of Cambodia, through a long-running partnership with WCS, has sold to private companies the carbon credits from a climate change mitigation project in Keo Seima Wildlife Sanctuary (KSWS). The net revenues from carbon sales in Keo Seima REDD+ project will benefit local communities through activities such as community-chosen development projects and livelihood improvement activities. These activities will be implemented through a REDD+ benefit sharing agreement and performance-based payment mechanism called Cash For Communities or 'C4C'. WCS also supports Ibis Rice, an initiative paying a premium for forest-adjacent farmers to produce wildlife-friendly rice.

The regulation of the REDD+ performance-based payment mechanism and Ibis Rice compliance is overseen by two dedicated units within the Conservation Compliance and Grievance Team;

(1) The REDD+ Performance Unit, which will inform REDD+ benefit distribution based on compliance with Cambodian law, with Protected Area regulations, and with conservation agreements.

(2) The Ibis Rice Compliance & Monitoring Unit, which will verify that Ibis Rice farmers are meeting the strict set of wildlife-friendly rules to qualify as Ibis Rice farmers.

In addition, there is a third unit within the Conservation Compliance and Grievance Team:

(3) The REDD+ Feedback and Grievance Redress Mechanism (FGRM) Unit

Job Responsibilities

The Conservation Compliance and Grievance Team Leader will oversee the work of all three of the above units. Specific tasks in respect of each unit are listed below:

REDD+ Performance Unit

- Lead the Unit to develop, manage, and maintain a REDD+ performance database of KSWS REDD+ target villages, to be used to track the participation of community in maintenance of forest cover, conservation engagement, and community development activities.

- Collaborate with community teams to ensure that the results of REDD+ performance monitoring are communicated regularly and effectively with communities in REDD+ target villages, allowing adaptation and response by communities.

Ibis Rice Compliance & Monitoring Unit

- Lead the Unit to maintain IBIS rice compliance database, to be used to track the implementation of conservation rules in Ibis Rice villages.
- Ensure that the information on IBIS Rice program compliance are provided to NGO partners in a timely manner to inform the development of conservation sale agreements/farmer contract list and buying list.
- Create, circulate, and train on compliance processes and the use of simple and effective data capture tools for program staff to provide timely and accurate data from the field.

REDD+ Feedback and Grievance Redress Mechanism (FGRM) Unit

- Understand in detail the FGRM specified in the KSWs REDD+ Project Description and in the CCB standards v3.1, including reporting methods, the 3 stages of escalation, and response timelines.
- Support officers to ensure that the FGRM is publicized and accessible to communities and other stakeholders, and that they can use the FGRM effectively.
- Support officer/s to collect feedback and grievances from the project hotline, submission boxes in villages, verbal reporting (including through other project staff), official letters, and other reasonable methods, and record clear, complete, and accurate information and supporting documents related to each case in the feedback and grievance database.
- Immediately notify the KSWs REDD+ grievance redress committee of any serious issues raised through the FGRM and provide ongoing summaries for minor issues.
- Coordinate with KSWs project teams to implement feedback and grievance redress action points.
- Support officer/s to prepare response letters summarizing initial grievance, action taken by the project to address the issue, and the result, to be signed by project management.
- Support officers to provide feedback and responses to individuals or communities where appropriate, including in-person meetings and posting official response letters on community notice boards.
- Track grievance progress through the FGRM, providing summaries to project management of active and resolved cases each month.
- Ensure a team member is responsible for hotline phone 24/7, ensuring sufficient credit, battery, service etc. and receiving phone calls and messages.

Cross-program

- Lead the Team to ensure accurate collection, digitization, entering, and reporting of data into the REDD+ performance database and IBIS Rice compliance database, and ensure databases are backed up.
- Collaborate with relevant project teams (community, biodiversity monitoring, law enforcement, SMART, and GIS teams) to ensure that all required data and information for databases are collected in a timely manner.
- Produce annual reports of REDD+ community performance and IBIS Rice compliance according to the standardized template at the close of the annual reporting cycle; and provide performance and compliance data for specific reporting needs, as requested (for donor reports, researchers, etc.)

- Support the use of this data by Community Team and Law Enforcement Team to ensure the fair distribution of benefits, and application of Cambodian law.
- Manage staff of the Conservation Compliance and Grievance Team and assist in hiring these staff; and maintain good team discipline and motivation.
- Ensure that all document/data are stored securely in WCS server, OneDrive and external hard drives, with appropriate protections for sensitive and personal data.
- Ensure the inventory, care and maintenance of all Unit equipment.
- Ensure project implementation is in line with donor and WCS policies and procedures.
- Full fill the project related work that is required by the management.
- Any other work assignments, duties, and/or functions as WCS or its management may designate or instruct in the course of its operation, which may include assignments, duties, and/or functions that vary from the above.

Qualifications and Experience

- Degree in Administration, Information Management, Environment or other relevant academic background (master's degree preferred).
- Experience working on environmental conservation, or community development projects.
- Ability to coordinate well with a broad range of stakeholders.
- At least five years' relevant employment experience with NGOs
- Fluency in Khmer is required.
- Strong English speaking and writing skills required.
- Bunong oral communication skills advantageous
- Able to read maps and use technology (e.g. cameras, computers, smartphones)
- Proficient in Microsoft Office applications, with advanced Excel skills
- Ability to manage a small team and maintain team morale, effectiveness, and relationship with communities.
- Ability to coordinate with other teams with tact and diplomacy, maintaining positive working relationships with team leaders and other project staff.
- Strong attention to detail is required.