

## ISSARA INSTITUTE

### JOB DESCRIPTION | OUTREACH AND EMPOWERMENT OFFICER

Job Title: Outreach and Empowerment Officer – Burmese  
Duration: 1 year, with possibility of extension  
Responsible to: Country Director  
Duty Station: Bangkok, Thailand

#### BACKGROUND

Issara Institute is an independent non-profit organization based in Southeast Asia and the United States tackling human trafficking and forced labour from the lens of business and human rights. The Institute was established in 2014 by a team of anti-trafficking experts coming out of the United Nations who created an alliance of private sector, civil society, and government partners committed to transformational, sustainable, worker-driven approaches to labour issues, especially those occurring in global supply chains. It is staffed by leading regional and international experts in labour rights, business and human rights, and research and technology.

We believe that, together, we can transform the lives of tens of millions of workers through worker voice, partnership, and innovation – that sustainable systems driving more ethical labour recruitment and working conditions are vital to the future of workers individually and collectively, to equity and fairness across supply chains, and to sustainable poverty alleviation efforts.

#### POSITION SUMMARY

This is an important position that focuses on empowering workers from Myanmar, driving better recruitment and working conditions for Myanmar workers in Thailand through collaboration with global brands and retailers, their suppliers, recruiters, civil society, and workers themselves. Issara takes an innovative approach to worker voice-driven ethical recruitment and ethical supply chains, and the O&E Officer plays a key role in meaningfully engaging with and supporting workers through a variety of empowerment-focused programs. The ideal candidate will have a background in human rights, labour rights, or social work; technical capabilities in case management and/or program management; and, be fluent in Myanmar and English languages (speaking, reading, and writing).

#### SCOPE OF WORK

Outreach and Empowerment Officers are Issara's key points of contact for migrant workers, victims of trafficking, and counterpart civil society organizations that also support migrant workers. The position will report to the Country Director.

Specific aspects of the scope of work include:

**1. Strengthen worker voice and the power of Burmese migrant workers, groups, and communities across Thailand.**

- Actively participate in the planning and implementation of on-the-ground and online activities engaging Burmese workers throughout Thailand, expanding their ability to know their rights and make their voices and needs heard.
- Identify and maintain relationships with migrant workers, worker groups, labour rights civil society organizations, in order to strengthen referral networks and support options for workers.
- Through direct fieldwork, online outreach, and the work of collaborative civil society partners, develop and support worker Ambassadors to scale up worker-led empowerment, education, and advocacy.
- Be active on social media, sharing content that is relevant to migrant worker well-being, and through means that support worker-led outreach and advocacy.

**2. Respond to worker voice through Issara's hotline, social media, and case work.**

- Serve shifts on Issara's free migrant worker helpline, which operates 24h/7, alternating with fellow teammates.
- Record all information into the Inclusive Labour Monitoring (ILM) system in a timely manner and at the professional standard required by Issara.
- Serve as a case focal point for migrant workers, following Issara's case management protocol.

**3. Support remediation and response to worker voice through private-sector partnership and action in global supply chains.**

- Work with all teams in the interpretation and analysis of feedback from migrant workers, and the design of recommended remedial responses on the part of employers/supplier businesses.
- Serve as an enumerator for Issara's worker satisfaction surveys, recruitment fee surveys, and other field-based research and data collection, contributing to field reports and sharing key findings with stakeholders.
- Stay in touch with workers throughout survey and remediation processes, ensuring that all are apprised on processes and responses relevant to their issues.
- Maintain confidentiality about any commercially-sensitive business information encountered in the field or elsewhere.
- Serve as a co-trainer and co-facilitator for the training of interpreters within businesses' human resource departments.

**4. Strengthen connections to civil society networks in Myanmar and Thailand.**

- Build and maintain relationships with civil society organizations based in Thailand and Myanmar and recruitment agencies sending workers into Thailand, and support multi-stakeholder events and workshops.
- Regularly meet with and convene civil society counterparts on common

issues and objectives, including partners receiving Issara sub-grants as well as non-grantee collaborators.

- Ensure that information on labor recruitment practices reported by workers are efficiently shared and exchanged between teams and partners for timely follow-up and action.

## REQUIRED SKILLS & EXPERTISE

We have a lean, dynamic, seasoned team that is committed to change, innovation, and impact. We are conscientious, hold a high standard of care for the people we serve, and understand that we have to be able to work effectively with partners spanning the largest multinational corporations to the smallest grassroots CBOs. Our work ecosystem is multicultural, respectful, and energetic, whether we are working on tasks in teams, or working alone from home. The Outreach & Empowerment Officer should have:

- University Degree in social work, psychology, social sciences, law, or other relevant field.
- Minimum of 7 years' professional work experience.
- Demonstrated understanding of international and ethical standards in trafficking victim protection, and knowledge of how Burmese workers are recruited to work in Thailand.
- Ability to handle complex/sensitive issues.
- Flexibility and ability to function in a dynamic work environment, re-adjusting and re-prioritizing tasks when needed.
- Strong interpersonal and communication skills, including sensitivity to and appreciation for diverse viewpoints and different communications styles in a multicultural environment.
- Excellent data and analytical skills, with strong attention to detail.
- Fluency in English and language/s of Myanmar required, with excellent written and verbal communication skills.

If you are interested in applying for this position, please send a CV, the names and contact details of three references, and a cover letter explaining your interest in the position and relevant expertise to [admin@issarainstitute.org](mailto:admin@issarainstitute.org). Please note a cover letter specific to motivation and relevance for this position is required for consideration.