



# ISSARA INSTITUTE

## JOB DESCRIPTION | OUTREACH & EMPOWERMENT OFFICER

Job Title: Outreach & Empowerment Officer(Nepali language)  
Responsible to: Ethical Supply Chains Manager  
Duty Station: Malaysia

### BACKGROUND

Issara Institute is an independent non-profit organization based in Asia and the United States tackling human trafficking and forced labor 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 labor issues, especially those occurring in global supply chains. It is staffed by leading regional and international experts in labor 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 labor 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 in Malaysia that focuses on empowering workers from Nepal, driving better recruitment and working conditions 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 Officers play 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, labor rights, or social work; technical capabilities in case management and/or program management; and be fluent in Nepali and English languages (speaking, reading, and writing).

### SCOPE OF WORK

Outreach and Empowerment Officers are Issara's key points of contact for migrant workers, survivors of trafficking and forced labor, and counterpart civil society organizations that also support migrant workers. Specific aspects of the scope of work of the O&E Team include:

- 1. Strengthen worker voice and the empowerment of Nepali migrant workers, groups, and communities across Malaysia.**
  - Actively participate in the planning and implementation of on-the-ground and online activities engaging Nepali workers throughout Malaysia, expanding their ability to know their rights, access remediation and justice, and make their voices and needs heard.

- Identify and maintain relationships with Nepali Migrant workers, worker groups, 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 equip worker mobilizers to scale up worker-led empowerment, education, and advocacy.
  - Support English-Nepali translation of outreach materials and other communications with Nepali workers.
- 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.
  - Respond to worker voices through different social media channels in a timely manner.
  - Record all information into the Inclusive Labor Monitoring (ILM) system in a timely manner and at a professional standard, maintaining confidentiality about any PII and commercially-sensitive business information.
  - Serve as a case focal point for workers, following Issara’s case management protocol, and working closely with referral partners.
- 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 Nepali workers and communities, and the design of recommended remedial responses on the part of employers/suppliers and recruitment agencies.
  - Serve as an enumerator for Issara’s worker satisfaction surveys, recruitment systems assessment surveys, and other field-based research and data collection, contributing to field reports and sharing key findings with stakeholders and worker mobilizer groups.
  - Stay in touch with workers throughout survey and remediation processes, ensuring that all are apprised on processes and responses relevant to their issues.
  - Serve as a co-trainer and co-facilitator for the training of interpreters within businesses’ human resource departments, and other relevant training for suppliers and recruitment agencies.
- 4. Strengthen connections to civil society networks in Malaysia.**
- Build and maintain relationships with civil society organizations based in Malaysia, 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 must 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 Consultant should have:

- University Degree in social work, psychology, social sciences, law, or other relevant field.
- Minimum of 5 years relevant professional work experience.
- Demonstrated understanding of international and ethical standards in trafficking victim protection, and knowledge of how Nepali workers are recruited to work in Malaysia.
- 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 Nepali language are 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. Only shortlisted candidates will be contacted.