Office of the Compliance Advisor Ombudsman (CAO)
TERMS OF REFERENCE
Summer Intern 2015

Background
CAO is the independent accountability mechanism for the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA)—the private sector agencies of the World Bank Group. Reporting directly to the President of the World Bank Group, CAO responds to complaints from people affected by IFC/MIGA projects with the goal of improving social and environmental outcomes on the ground. CAO has three roles: dispute resolution between communities and companies to help address the causes of conflict and resolve concerns through collaborative processes; compliance oversight of IFC/MIGA’s social and environmental performance; and independent advice to the President and senior management of the World Bank Group.

Summer Internship Program
CAO is a small office with a dynamic work environment. It is best suited for candidates interested in private sector dimensions of international development, specifically environmental and social sustainability, best practice standards, social accountability, stakeholder engagement, alternative dispute resolution, and community-level development. Candidates for the CAO Summer Internship Program must have:

- Fluency in written English, with other languages an asset;
- Strong research and writing skills;
- Experience with different technology platforms for citizen engagement;
- Sensitivity and clarity in writing, communication, and other inter-personal skills;
- The ability to work in pressured environment with issues of ethics and integrity at forefront of work;
- The ability to be self-motivated in reaching short deadlines.

This is a paid, full time internship based in Washington, D.C., and lasts for a period of 2-3 months. The intern will be hired as a short-term temporary.

Scope of work
For 2015, CAO is seeking an intern with a specific skill set, experience, and interest in graphic design and multimedia, web and social media content development, video, animation, and photography. Tasks will include:

- Redesigning CAO presentation materials with a particular focus on developing new, creative graphics
- Assisting in the production of CAO video shorts and animations
- Assisting with online communications, specifically social media content development and developing CAO’s internal knowledge sharing platform (World Bank Group “Spark” site)
- Streamline CAO’s photo archive and assist in creation of photo essays highlighting CAO’s casework.
• Assist with design direction of CAO publications, as needed
• Research and advise CAO on technology platforms for citizen engagement, including the feasibility of launching an SMS complaint system, app, or other feedback system.

The intern may also be asked to contribute to other specific projects as needed.

**Contract Administration**
The contract shall be governed by the World Bank/IFC General Terms and Conditions for Short Term Temporaries (STT). The intern should comply with all relevant requirements in terms of confidentiality, service delivery, and short-term temporary contract provisions.

For more information about CAO, see [www.cao-ombudsman.org](http://www.cao-ombudsman.org).

**TO APPLY:**
A short cover letter and resume/CV should be sent to: CAO@worldbankgroup.org with “Application for Summer Internship” in the subject line.