



**INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT**  
**Vacancy No: JBA-2019/6/5/1**

**Who we are?**

The Danish Refugee Council (DRC) is a private, independent, humanitarian organization founded in 1956 currently working on all aspects of the refugee cause in more than twenty five countries throughout the world. The aim of DRC is to protect refugees and internally displaced persons (IDPs) against persecution and to promote durable solutions to the problems of forced migration, on the basis of humanitarian principles and human rights. DRC works in accordance with the UN Conventions on Refugees and the Code of Conduct for the ICRC and NGOs in Disaster Relief.

The protection and assistance to conflict affected population is provided within a long-term, regional and rights-based approach in order to constitute a coherent and effective response to the challenges posed by today's conflicts. Assistance consists of relief and other humanitarian aid, rehabilitation, support to return and repatriation as well as promotion of long-term solutions to displacement and its causes. In addition, support and capacity building of local and national authorities and NGOs form an integral part of DRC's work.

**Country and Project Background:**

The Danish Refugee Council/Danish Demining Group (DRC-DDG) has been working in Sudan since 2004 and was subsequently present in South Sudan when it gained independence in 2011. DRC-DDG South Sudan programme's current focus is on supporting forcibly displaced and conflict-affected people, including refugees, internally displaced persons (IDPs) and returnees, to access their rights in a safe and secure environment. Currently DRC-DDG is operational in Greater Equatoria, Unity and Upper Nile States. Currently the South Sudan Programme works in 5 field locations, working in the sectors of Camp Coordination and Camp Management, Protection, Shelter/NFI, and Food Security and Livelihoods and Demining.

DRC-DDG Seeks to Recruit: -

Position Title	CRM Junior Officer
Report to	Head of Programmes
Duty Station	Juba
Contract Type	Fixed-term with possibility of extension depending on funding availability
Employment Start Date	As soon as possible
Eligibility	South Sudanese nationals only
Salary	According to DRC DDG Salary policy - non negotiable
Advertisement Closing Deadline	23 <sup>rd</sup> May, 2019

**Purpose of the post**

DRC-DDG uses Feedback, Complaints and Response Mechanisms (F-CRM) in all of its interventions and Locations in South Sudan. The DRC F-CRM desks is set up to receive complaints and questions from beneficiaries and follow-up with feedback, including referrals to external service-providers or to appropriate DRC programme/Sector when appropriate, either immediately or within a reasonable timeframe, depending on the nature of the complaint. The system would be capable of handling complaints related to any of DRC-DDG activities, and will have several entry points for lodging complaints comprising: in-person, a toll-free hotline, Let us know box (suggestion box) and through community visits (either orally at or formal written complaints, at both the F-CRM desks or to other DRC staff), and through intermediaries working with DRC (e.g. community representatives) amongst others. To this effect, DRC-DDG recently received the government approval to use 9686 as special toll-free hotline to receive beneficiary feedback and complaints and is now looking for a qualified South Sudanese national who manage this system by receiving all types of incoming calls from beneficiaries which includes request for information, request for assistance, feedback on programmes and breaches to code of conduct as well as be the focal person for all Accountability/F-CRM related activities.



## Responsibilities and Tasks

1. F-CRM Hotline Desk focal person, receiving all calls
2. Answer/Listen, process and respond to feedback and complaints through various mediums and entry points
3. Guide beneficiaries that seek help through the DRC hotline.
4. Ensure beneficiaries understand key program aspects such as registration, targeting and selection processes.
5. Maintain and ensure a clear and comprehensive filing and data management system for all the complaints and feedback captured through the national hotline by codes and types and refer to relevant team.
6. Work closely with the relevant team to ensure proper documentation of the feedback received.
7. Ensure strong internal communication with team members at Juba and field level.
8. Follow-up with relevant field staff to ensure action is taken following feedback received.
9. Clearly communicate the outcome of the action with the beneficiaries and communities when applicable.
10. With support from the MEAL officer & MEAL Coordinator, ensure continuous analysis of hotline data to drive learning and ensure adaptive programming.
11. Provide training on F-CRM for new staff and hands on training for users
12. Follow up with Communications team, external printers and graphic designers on F-CRM IEC materials.
13. Ensure IEC materials including signposts, posters, flyers, banners and manual and adequately distributed.
14. Upload hotline information onto the DRC database.
15. Carry out data validation, data verification, data entry, data analysis and interpretation on all F-CRM related data.
16. Ensure functionality of F-CRM database and ensure it is up to date
17. Present monthly, quarterly and annual high level programme factsheet and status analysis using PowerBI
18. Support the MEAL coordinator in setting up file system (uploading files and documents in OneDrive/SharePoint and MEAL database), and ensure the system is well running throughout the year.
19. Set up Lessons learnt, recommendations trackers and ensure regular update.
20. Any other duty assigned by line manager

## PERSON SPECIFICATION

### Qualifications and Experience

- Minimum one year of relevant work experience – preferably in social work, community development, non-government, and/or outreach organizations;
- Good knowledge of local context and community;
- Computer literacy (Microsoft Word, Excel and PowerPoint);
- Experience using database software and tools beneficial;
- Excellent interpersonal and problem-solving skills, creativity and flexibility;
- Ability to maintain confidentiality, respect, non-discrimination and safety of beneficiaries at all times;
- Self-motivated and organized with a demonstrated capacity to manage time and work plan;
- Comfortable in a multi-cultural environment, flexible and able to handle pressure well;
- Knowledge of the Core Humanitarian Standards or other standards is an added value.

### Education

- Minimum of diploma in any related field

### Languages

- Full proficiency in spoken and written English, Arabic, Dinka & Nuer
- Knowledge of other South Sudan local Languages in addition to the above will be an added advantage.

### How to apply

Please send a covering letter outlining how your skills and experience meets the Person Specification along with your CV, National ID card and Academic documents to Human Resources Department through [jobs.southsudan@drc-ssudan.org](mailto:jobs.southsudan@drc-ssudan.org) or submit your hard copy application to the Human Resource Department to the attention of HR Manager DRC-DDG Office located along Addis Ababa Road opposite NPA Mine Action Main Office Juba.

### Further information

Title of the position/vacancy number MUST be clearly marked in the application and on envelop.

**Gender Equity:** DRC-DDG is committed to achieving gender parity in staffing at all levels. In light of this, women candidates are particularly encouraged to apply to bridge the gender gap.

**Equal Opportunity:** DRC-DDG is an equal opportunity employer. We value diversity and we are committed in creating an inclusive environment based on mutual respect for all employees. We do not discriminate on the basis of age, sex, disability status, religion, ethnic origin, colour, race, marital status, or other protected characteristics.



Please note, as this position is urgent, applicants may be shortlisted and interviewed prior to the closing date. We appreciate your application however, only short listed candidates will be contacted for interview. If you have not been contacted within two weeks of the closing date, we regret that your application has been unsuccessful. Please continue, however, to periodically review our website, South Sudan NGO Forum website <http://comms.southsudanngoforum.org/>

