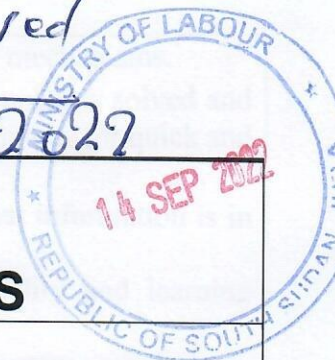


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MOL  
Approved

*[Signature]*  
14/09/2022



## VACANCY ANNOUNCEMENTS

### PROGRAM/DEPARTMENT SUMMARY:

Mercy Corps began programming in Sudan in 1985, and has been operating in states of what is now South Sudan since 2005; operations have continued since the independence of South Sudan in 2011. We have been working to meet people's immediate needs, and with communities, to build local capacity and promote economic development, especially with the eruption of violence in December 2013. Mercy Corps South Sudan's priority areas are food security and livelihoods (focusing on cash assistance, market-based solutions in agriculture and economic development), WASH and Education. Mercy Corps has been implementing project which combine agricultural, economic development, WASH, Education and other humanitarian interventions to tackle the convulsive crises affecting vulnerable communities. Mercy Corps has worked to build relationships with local government and other actors, which has enhanced our understanding of local contexts and the multiple stakeholders involved.

**Vacancy: CARM and Safeguarding Officer**

**Reports to: County WASH Manager.**

**Duty Station: Bentiu**

**Start Date: ASAP**

**Deadline of Application: 3<sup>rd</sup> October 2022.**

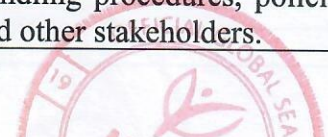
### GENERAL POSITION SUMMARY:

Under the supervision of the Bentiu head of office with technical support from MEL manager and Regional CARM advisor, the CARM Officer will work on establishing/maintaining and continuously strengthening the community accountability reporting mechanism system in the organization. S/he will be managing day-to-day accountability feedback that includes handling of beneficiary feedbacks. S/he will be responsible for internal and/or external referrals, to compile reports on feedbacks and provide recommendations to the programs for improving the response. The CARM officer will also act as a country level focal point to lead the successful design and implementation of the country's CARM.

### ESSENTIAL JOB FUNCTIONS:

#### 1. Design and implement CARM system and tools

- Develop/maintain community accountability reporting mechanism and following system.
- Lead data entry and management of the CARM database.
- Communicate and disseminate feedback/complaints handling procedures, policies and tools as appropriate to beneficiaries, project staff and other stakeholders.



- Handling of a centralized telephone based and internet feedback mechanisms.
- Maintenance of an effective record and filing system for all complaints solved and pending issues including correspondences and other related documents for quick and easy reference as per CARM SOP.
- Ensure that the feedbacks are kept confidential and access to that information is in line with the guidelines and CARM SoP.
- Support MEL and Program Teams on beneficiary accountability and learning systems.
- Follow-up with relevant stakeholders on agreed upon system corrections, adjustments, and actions, informing, and strategizing with the head of office.
- Serve as lead writer of CARM standard operating procedures and ensure document is updated annually or as new programs are added to the country portfolio
- Ensure feedback channels and operation costs are budgeted for in proposals
- Ensure data quality of CARM database(s)
- Produce or review all CARM related communication materials

Ensure every program has active feedback channels and that proper procedures are followed

#### **KNOWLEDGE AND EXPERIENCE:**

- BA/S degree in research methods, social sciences, economics, epidemiology, related public health field or other relevant field required.
- At least two (2) years of related work experience, preferably with an international or local Non-Governmental Organization (NGO).
- Proven interest & commitment to humanitarian and development principles and a demonstrable understanding of conflict contexts and remote work.
- Proven experience in remote data collection, and data management.
- Proven at least intermediate report writing skills are required.
- Fluency in spoken and written of English and Arabic languages is required.
- Excellent Computer skills: proficiency in MS Office package, and some knowledge of database management would be an asset.

#### **SUCCESS FACTORS:**

Mercy Corps team members are expected to support all efforts towards accountability, specifically to our program participants and to international standards guiding international relief and development work, while actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.

**Apply to: Mercy Corps Juba, Bentiu, Koch, Nyal and Ganyiel Offices.**

All applications will include CV, and all relevant copies of official documents, should be submitted in person.

Or by email: [ss-apply@mercy Corps.org](mailto:ss-apply@mercy Corps.org)

