



Save the Children

Job Advertisement

Save the Children is an international non-governmental organization that works for the future of children, their families and communities realize social equity and dignity; have access to their basic physical, emotional and development needs

SCI is seeking to recruit: -

Job Title: Hotline and Referral Officer (1 Post)
Location: Abyei
Reports to: ECHO Cash Project Coordinator
Staff reporting to this post: Community Mobilizers
Contract Period: 8 months (renewable)

JOB PURPOSE:

The Hotline and Referral Officer will work closely with the ECHO Cash Project Coordinator & Field Manager, to ensure that referral support activities of the project are implemented according to the project deliverables across the targeted locations.

She/he will directly lead, manage and coordinate the activities of two-way referral system linking MPCA with health, nutrition, protection services, relevant Government stakeholders and the Community.

The post holder will also be the focal point in implementing accountability activities which would range from managing the hotline calls, daily visit to project locations gather complaints, escalate them to SCI management for solution, and update the complainer on the solution, records complaints into the Complaints and solution database and produce periodic reports

KEY AREAS OF RESPONSIBILITY/DELIVERABLES:

Implementation

The role is key in providing Accountability support through complaints logging, management, tracking, analysis.

Technical Assistance-Accountability and Community Feedback Mechanism

- Support the establishment of helpdesk/information table for use at the community level.
- Support the development and the entry of complaints into the MPCA Cash Consortium Complaints database.
- Prepare Bi-weekly reports showing the various categories of complaints and the status of the complaints.
- Assist in the handling of the ECHO Cash projects CRM in line with best practice and donor guidance.
- Monitor and analyses feedback received through the CFM system to identify trends, challenges, and opportunities for improvement, and report findings to relevant project teams and stakeholders.
- Provide training and capacity building to project staff, partners, and local stakeholders on accountability principles and the effective use of the CFM system.
- Support and ensure quality implementation of accountability mechanisms and information provision plans.
- Ensure timely and appropriate follow-up on feedback received, including addressing concerns, sharing updates, and making necessary adjustments to project activities.
- Ensure Nutrition and health actors refer to households with malnourished or at-risk individuals, while MPCA teams refer identified cases for specialized support.

- Assist the MPCA team to support highly vulnerable cases (e.g. GBV or child protection) to receive regular cash assistance when appropriate.
- Trained Community mobilizers on MUAC screening, referral pathways, and early warning signs of malnutrition.
- In collaboration with the relevant stakeholders and communities, organize the identification, registration, and verifications of beneficiaries
- Ensure that project staff, communities and partner staff have the required understanding of ECHO CASH project details
- Participate in operations program review in the area in coordination with other thematic sectors (nutrition, gender and protection)
- Ensure gender is fully considered throughout the project cycle with women being enabled to influence decision-making through the project cycle management

Program Monitoring:

- Attend all relevant meetings in relation to referrals as may be required and feed in the SC priorities during meetings.
- Work closely with the M&E team in developing realistic IPPT and MEAL plan,
- In collaboration with the M&E Officer, regularly gather evidence and data from projects in the field
- Collaborating with projects leads to ensure that community feedback informs project design, implementation, monitoring, and evaluation.
- Support inclusive participation of marginalized and vulnerable community members in project activities, decision-making processes, and feedback mechanisms.
- Assist in raising awareness about the CFM system among project stakeholders and communities, using culturally appropriate and accessible communication channels.
- Contribute to project reporting by providing updates on accountability and CFM-related activities, progress, challenges, and lessons learned to contribute to MPCA learning.
- Support the organization in promoting accountability and learning by sharing best practices and lessons learned from the CFM system with internal and external stakeholders.
- Participate in the design and execution of baseline, mid-term and end of project evaluations.
- Ensure all community engagement adhere to CHS or HAP & M&E guidelines;

Representation and Reporting

- Represent SCI in CWG, FSL cluster meetings in Abyei and other SCI areas of operations S/he may be assigned.
- Attend CASH Consortium meetings.
- Prepare Weekly, monthly, quarterly, interim and final reports and submit them to the project coordinator
- Carry out additional relevant or requested duties as may be required by the supervisor.

Information Management System

- Support the MEAL in the setting up of agile MIS for the consortium
- Lead the data entry into the MIS

BEHAVIOURS (Values in Practice):

Accountability:

- Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Ambition:

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same
- Widely shares their personal vision for Save the Children, engages and motivates others
- Future orientated, thinks strategically

Collaboration:

- Build and maintain effective relationships, with their team, colleagues, members and external partners and supporters
- Values diversity, sees it as a source of competitive strength
- Approachable, good listener, easy to talk to

Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks

Integrity:

- Honest encourages openness and transparency

QUALIFICATIONS AND EXPERIENCE

- Diploma or Advance Certificate in social work, Gender or safeguarding studies, Human Nutrition and Rural Development, and other related social science from Reputable academic institution.
- A mature person of high professional discipline and moral integrity, able to work independently and under stress as the situation may dictate.
- At least three years of experience in referral services in FSL, MPCA/CVA with NGOs.
- Excellent interpersonal skills, including cultural sensitivity, assertiveness and negotiating skills
- Willingness to travel and stayed in the field and hard to reach areas with inadequate social infrastructure and amenities.
- Motivated self-starter, able to carry out work independently but also coordinate effectively as part of a team;
- Familiar with local context in Abyei and can effectively navigate challenges in these locations.
- Good spoken and written fluency in English and computer literacy (MS Office and email/internet);
- Excellent report writing skills

Desirable

- Knowledge of the area, socio-culture and local language where the post is located as an added advantage
- Practical experience in implementation of MPC/CVA in volatile context with proven history of success and results.

Child Safeguarding and Code of Conduct:

The post holder will adhere to Save the Children's Child Safeguarding Policy and Code of Conduct set out. Save the Children's work is based on deeply held values and principles, it is essential that our commitment to children's rights and humanitarian principles is supported and demonstrated by all members of staff. Save the Children's Child Safeguarding Policy and Code of Conduct set out the standards which all staff members must adhere to:

FURTHER INFORMATION & HOW TO APPLY:

Application Information:

Please attach a copy of your CV, ID/ Passport and cover letter with your application and include details of your current remuneration and salary expectations. A copy of the full role profile can be found at [SCI Career Site Careers \(oraclecloud.com\)](https://scicareers.oraclecloud.com)

Or Drop hand Copy to Save the children International Office Hai Malakal or SCI Field Offices

Please attach the following documents

- Application letter/Cover letter
- ID/ Passport
- CV
- Education Qualifications/ Transcript and Certificate.

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

All employees are expected to carry out their duties in accordance with our global anti-harassment policy.

In case you face difficulty accessing the link, please come to Save the Children International head office Juba Hai Malakal or SCI Field Offices for HR Technical support.

Deadline for submitting applications: (15th, October 2026

