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RELIEF & DEVELOPMENT



VACANCY ANNOUNCEMENT

Position: Accountability Officer (AAP Officer)
LOCATION: Wau, South Sudan
START DATE: ASAP
DURATION: Until 31st December 2019 with possibility of extension based on performance and funding.

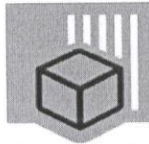
Dorcac is a Christian relief and development organization which operates from the Netherlands through different field offices within Eastern Europe, Middle East and Africa. Dorcac is committed to fulfil the command of Jesus Christ to care for and empower the poor and oppressed. Dorcac accomplishes this by promoting self-reliance through development, the provision of social care and assisting in emergency situations.

Dorcac Aid International South Sudan is looking for an English-speaking South Sudanese, for the position of **Accountability Officer** to be based in Wau, Wau State (Western Bahr el Ghazal). In this position the incumbent will be responsible for handling all the accountability related functions of the SSJR project with affected population by providing timely and prompt information on the project to the beneficiaries and other stakeholders, coordinate the partners on accountability and learning, establish feedback mechanism in the project locations and sensitize the community about the procedures of raising and receiving complaints, strengthen the referral mechanism and ensure confidentiality of the complaints. **This position will be seconded to Dorcac Aid partner WDG.**

Key result areas:

- Adequate management of the JR AAP system at field office level.
- Informing community on JR programming and AAP aspects; engaging community in analysis and action on Feedback, Requests, Suggestions and Complaints (FRSCOs); supporting the PMCs (organizing meetings; minutes; collect and discuss FRSCOs (making use of the ComLogbook).
- Capacity building (sensitizing) colleagues (ie local staff) on the JR AAP system, ensuring staff is motivated and actually registering FRSCOs during their day-to-day activities.
- Collecting, analyzing, categorizing and reporting FRSCOs.
- Supporting staff and JR partners in handling FRSCOs, engaging community in handling FRSCOs, referring FRSCOs to 'external parties (Eg Cluster lead/members) and follow-up.
- Maintaining constructive relation with RRC (handling FRSCOs via this channel).
- Inclusion: JRAAP Officer actively approaches the various community groups, including Children groups, Youth groups, CPCs, etc. Inclusion is a guiding principle. FRSCOS are collected from all these groups and processed.
- Implement the JR Partners Accountability plan.
- Take lead in JR Partners beneficiaries' verification to ensure that the most deserving members of community benefit from projects.
- Organize meetings with beneficiaries to communicate to them about the JR Programme, their rights and entitlement for the project they are benefiting from.
- Set up a functional beneficiary feedback mechanism that involves feedback collection, timely complaint handling and sharing of response to complaints.
- Chair the JR Partners AAP Committee, ensuring that beneficiaries' feedback is acted on a timely manner and the feedback used for JR Partners learning and development.
- Document both feedbacks collected from beneficiaries and responses to complaints raised.
- A capacity builds other staff on beneficiary accountability and involves them in beneficiary accountability activities in their respective projects.
- Compiling monthly reports on achievements made on beneficiary accountability plan.





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- With other feedback committee members, carry out investigations involving beneficiaries' complaints and feedback and ensure that the management is informed of the investigation's outcomes.
- Ensure that feedback and complaints response mechanism is operational, available and understood by staff and beneficiaries for all SSJR projects and field sites.
- As Registrar, oversee implementation of the SSJR feedback and complaints response mechanism, including intake procedures, timely response to submissions, case tracking, and communications with beneficiary populations.
- Using accountability tools consolidate and document lessons learned and best practices and share with relevant internal stakeholders.
- Completing the feedback loop with engagement of the communities in the process to find solutions.
- Any other assigned duties.

Required Qualification & Experience:

- Bachelor's degree in Development Studies, Economics and social sciences or other related fields of study.
- Minimum of 3 years' of experience in accountability management in international/ national Humanitarian organization with proven record of integrity.
- Strong leadership, networking and collaboration among partner's abilities are highly desired.
- Previous experience and training on CHS and Humanitarian accountability Partnership.
- Strong communication skills both in written and oral English.
- Fluency in Arabic (spoken) is added advantage.

What we offer:

- Working environment with scope for professional and personal development.
- A competitive salary in the scales of the organization that takes into account the qualification and experience of the candidate.

How to apply:

Please submit your application (including CV, Academic credentials, Nationality ID copy, and contact details of 3 references who were your supervisors), by email to office@south-sudan.dorcass.org. Please indicate clearly the post you are applying for, by mentioning in the subject line of your covering letter.

Note:

We provide equal opportunity of employment.

Closing date: 26th September, 2019.

Only shortlisted candidates will be contacted.

