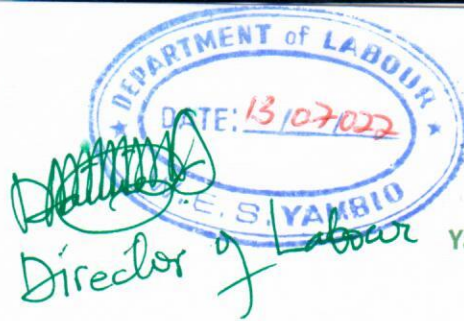


Approved



Date:13/July/2022

ADVERTISEMENT.

Position: Complaints and Feedback Mechanism (CFM) Officer
Location: WES-Yambio, South Sudan
Opening date: 13th July 2022
Application Closing: 30th July 2022
Duration: 5 months (Renewable)

We believe in a world in which every human life is valued, and health and human dignity are shared by all.

We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children and their communities. We're ready to make it 100 more.

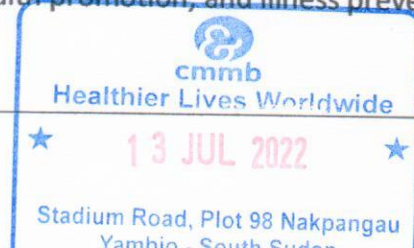
We believe change starts with her.

We work tirelessly for women's and children's health because they are disproportionately affected by illness and poverty. We know that healthy, educated, and empowered women are better able to raise healthy, educated, and confident children, and that communities depend on their livelihoods. We're making an impact – [learn more](#).

We believe in people.

We strive to live out our core values of **collaboration**, **love**, **excellence** and **respect** every day. We provide our employees with a competitive salary and a meaningful benefits package, with opportunities to learn and grow. CMMB is committed to learning and evolving to successfully achieve impact in its strategy and will have strong vertical and horizontal team structures in alignment to the global strategy in order to encourage accountability, communication, and effective project management. We believe in strength through our diversity and encourage all persons of diverse backgrounds to apply.

CMMB has been working in South Sudan for over a decade and has developed an effective and efficient community footprint, working closely with Boma Health Workers and Community Health Volunteers across our programming. CMMB works to ensure that the most vulnerable populations, especially mothers and children, have access to quality services in healthcare, health promotion, and illness prevention.



OVERVIEW

CMMB South Sudan is an associate of the Catholic Mission Board Inc, a USA based organization predominantly working in the health sector. With programs ranging from general health services and Nutrition to HIV and a major Covid-19 response emergency program that require detailed monitoring and the analysis and presentation of large data. CMMB South Sudan is in the process of upgrading its Complaints and Feedback Mechanism to support team in the South Sudan Country Office, in getting complaints from the community and give them feedback.

The **Complaints and Feedback Mechanism Officer** is responsible to oversee and ensure consistent systematic receipt, processing and response to community feedback and complaints in Nutrition program that come through various feedback mechanisms such as help desk, hotlines, suggestion boxes, office visits, Project management committee (PMC) the aim is to increase the level of accountability by CMMB to the communities with whom CMMB Serves funded by World Food Programme, WFP.

The position holder will report to the **Nutrition Project Manager, work closely with Nutrition Supervisor/Officers** to share the complaints and feedback data from field and register them centrally to analyze trends and generate reports. The position is essentially a champion for beneficiaries' needs and rights and in line with CMMB commitment to the Accountability to the Affected Populations (AAP)

Roles and Responsibilities for Complaints and Feedback Mechanism Officer (CFM-Officer)

- Answer/Listen, process, and respond to complaints and guide beneficiaries that seek help through CMMB hotlines and other CFMs.
- Take lead in the establishment of Complaint and Feedback Mechanism help desk in all the nutrition sites.
- Establish and strengthen Project management committee consisting of 10 members per project site
- Take lead in the resolution process and ensure that all complaints are resolved in a timely manner.
- Prepare weekly, monthly and Quarterly CFM reports.
- Ensure all complaints from the communities are documented, processed, and responded back to the complaints.



- Take lead in documentation of best practices, lessons learnt in Complaint and feedback Response Mechanism.
- Take lead in the documentation of human interest and success stories on the CFM
- Help to train community Nutrition assistants and beneficiaries on CFM
- Strengthen the role of the Project Management Committees (PMCs) and Women Representatives to handle and record complaints.
- Back stop, mentor and support the help desk Assistants and PMCs
- Follow up on internal complaints and feedback referrals with appropriate person and sectors and respond to raised pending issues
- Enter all complaints and feedback in the database and keep up to date records to generate reports weekly and monthly.
- Ensure a proper filling system for all the complaints and feedback taken through the help desk / field visits with filling codes and types.
- Collect and record the complaints and report it to the Nutrition Project Manager and Nutrition Supervisor.
- Support beneficiaries through information sharing and relating to services provided by CMMB, upon request and refer beneficiaries per subject needs.
- Conduct feedback sessions for the running projects-based CFM guide.
- Share complaints and feedback -received, analysis quarterly and monthly reports with Project Managers.
- Work closely with Nutrition Officers, Nutrition assistant and PMC to collect feedback.
- Carry out additional responsibilities and project's tasks as assigned by the supervisor.
- Actively participate in coordination meetings with donors and other Cooperating partners within the project geographical area.

Qualifications: Education/Knowledge/Technical Skills and Experience

- Minimum education level –Diploma/Bachelors in Statistics or IT, Social Work and Development/Monitoring and Evaluation or other relevant discipline required including health/Nutrition related field experience an added advantage.
- Experience in community mobilization, engagement, and management.
- Experience in collecting data through both qualitative and quantitative approaches.

- Good knowledge of information presentation techniques (graphing, charting, tabling etc.) and interpreting them
- Information dissemination skills is required
- Good knowledge of and experience with humanitarian guidelines and principles.
- Ability to work effectively under pressure
- Organization, planning, and time management skills
- The position requires availability and willingness to work outside regular office hours
- Verse knowledge in Monitoring and Evaluation -Indicators tracking.

This position is open for South Sudanese National only and Female candidates are encouraged to apply.

HOW TO APPLY

Interested applicants should submit their application together with resume/CV to CMMBSouthSudanJobs@cmmb.org indicating position applied for on the subject line. Include telephone and email contacts of 3 references and your daytime telephone/cell phone contact. Only shortlisted candidates will be contacted.
(Cover letter, CVS, photocopies of particulars be in one folder).

