



CATHOLIC MEDICAL MISSION BOARD

JOB ADVERTISEMENT

Director of Labour

JOB TITLE:	Community Complaint and Feedback Mechanism Assistant (1 post)
LOCATION:	Tombura, Western Equatoria State
REPORTING TO:	Child Protection Manager
SUPERVISING ROLE:	None
Closing Date:	14 th September, 2022

About CMMB

Catholic Medical Mission Board (CMMB) is an international, faith-based, non-governmental, humanitarian and development organization with a special focus on providing health services, strengthening health infrastructure and building health capacity for 'healthier lives worldwide'. CMMB has been implementing comprehensive health programming focusing on women and children in South Sudan since 2009. Programs include Maternal, Neonatal and Child Health care (MNCH), HIV&AIDS, Nutrition, Child Protection (CP) and Gender-Based Violence (GBV). CMMB provides health services through a two-pronged approach namely (i) facility based and (ii) community-based services that promote health seeking and health sustaining behaviors to reduce morbidity and mortality among the most vulnerable, women and children. CMMB's Child Protection program funded by UNICEF seeks to prevent and respond to Child protection and GBV issues through provision of comprehensive case management and psychosocial support services for vulnerable children/survivors of violence, abuse and exploitation; Strengthening related referral systems; awareness raising and community engagement. The program is in its fifth year of implementation in Western Equatoria State and will build on the significant gains made in partnership with UNICEF.

Job Summary:

CMMB South Sudan is seeking qualified suitable candidates for the position of Complaint and Feedback Mechanism (C&FM) Assistant based in Tombura. The C&FM Assistant is responsible for ensuring accessibility to child friendly complaint mechanism that is safe and easy to access, easy to use and responsive to all with particular emphasis on children. Other responsibilities include communicating procedures, purpose and parameters of the mechanism to all stakeholders; support a campaign of the C&FM to address all segments of the population using channels that are understandable to both literate and illiterate groups as well as groups with special needs. He/She will also ensure consistent systematic receipt, processing, and response to community issues in the project that comes through various mechanisms such as community meetings, hotlines, help desks, suggestion boxes, office visits, to increase the level of accountability by CMMB in program sites. This is to strengthen the quality and accountability of child protection and GBV response as well as upholding the organization's commitment towards Humanitarian Accountability Partnership (HAP) standards especially regarding information sharing, beneficiaries' participation, complaints and response mechanism.

Tasks and Responsibilities





- Establish and manage the complaint and feedback mechanism for the UNICEF Child Protection project.
- Receive complaints and feedback and respond to enquiries at the complaint desk at program sites.
- Build staff awareness and commitment to a complaint's mechanism, ensuring that all SOPs and CMMB's core values are respected.
- Refer program specific complaints to M&E Officer for follow up.
- Ensure regular maintenance of complaints and feedback database/ information System and ensure information is shared on a regular basis.
- Carry out regular community feedback functions, ensuring that all SOPs and CMMB core policies are respected.
- Maintenance of an effective record and filing system for all complaints solved and pending issues including correspondences.
- Lodge all feedback, complaints, and response in the CFM database.
- Support to ensure complaints are closed within the appropriate timeframe.
- Ensure CFM database is forwarded to the M&E officer/CP Manager on monthly basis and important complaints from complaint desks and suggestion boxes reported immediately.
- Provide accurate information related to the subject beneficiary matter and other related ongoing activities.
- Ensure a proper filing system for all the complaints and feedback taken through the helplines/field visits
- Submit internal, and accurate reports to the concerned program focal person. The reports will be submitted weekly, or daily according to the urgency of the complaint; include monthly recommendations, if needed, to Child Protection Manager as received.
- Accurately refer cases internally within the departments with the support of the M&E Officer and respond to raised pending issues following the standard operating procedures set for the referral system within CMMB
- Follow-up and receive weekly feedback, and case status progress related to the internal cases referred to the projects. Ensure all documents and actions taken are documented, and feedback is given back to the beneficiary.
- Conduct feedback sessions for the project based on the M&E plan developed by the M&E Officer.
- Liaise with local authorities and community leaders to support the resolution of complaints.
- Perform other duties and responsibilities as required that may be assigned from time by supervisors.

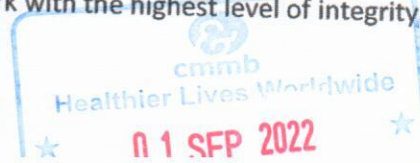
Prevention of Sexual Exploitation and Abuse

- Actively promote PSEA (Prevention of Sexual Exploitation and Abuse) standards within CMMB and amongst beneficiaries served by CMMB.

Compliance & Ethics:

- Promotes and encourages a culture of compliance and ethics throughout CMMB. As applicable to the position, maintains a clear understanding of CMMB and donor compliance and ethics standards and adheres to those standards. Conducts work with the highest level of integrity.

Qualifications and Experience:





- Diploma in Management, Social Research, Community psychology, Social Work and Development Studies or a related field or comparable addition to experience.
- Proficiency in Microsoft Office applications, including Word, Excel, Outlook, and PowerPoint.
- Minimum of 2 years proven experience in accountability especially feedback mechanisms concepts and international humanitarian quality standards.
- Previous experience of working with NGOs.
- Experience in implementation of accountability and complaints reporting mechanisms in South Sudan.
- Experience in developing and/or managing complaints reporting mechanisms in child protection and gender-based violence programs.
- Understand key concepts and commitments regarding accountability to affected populations (AAP), including Strong understanding of HAP, Do No Harm and other relevant global standards.
- Ethical, focused on treating complainants/ community fairly and culturally sensitive.
- Innovative and solutions oriented.
- Building collaborative relationships with beneficiaries and the community.
- Proven interest & commitment to humanitarian and development principles and demonstrable understanding of conflict/post conflict development contexts.
- Sound analytical, conceptual, and strategic thinking skills.
- Excellent communication skills and experience in report writing.
- Proficiency in English both spoken and written, local and Arabic languages
- Understanding of monitoring processes, learning, adaptation, and evaluation
- Qualified female candidates are strongly encouraged to apply.
- Commitment to CMMB's Child Protection Policy.

How to Apply

Interested applicants should submit their application together with resume/CV including telephone and email contacts of three (3) referees as well as your daytime telephone/cell phone contact number to CMMBSouthSudanjobs@cmmb.org indicating the position and location you have applied for on the subject line of your email. Alternatively, you can submit a hard copy to our offices at the following address in Yambio:

CMMB Yambio Office

Human Resource Office
Gbudue Stadium Road, Block 9, Plot No.93,
Yambio, Western Equatoria State

Please note:

1. Deadline for receiving application for this position is the 14th of September 2022.
2. Given the urgency to fill this position, CMMB will shortlist and interview on a rolling basis as qualified applications are received. Candidates are therefore encouraged to apply immediately.
3. CMMB South Sudan promotes gender equality and encourages qualified female candidates to apply.
4. Only short-listed candidates will be contacted.

