



South Sudan

JOB VACANCY

SR-H-3
Approved by Senior Inspector
MOL/SS/107



Job Title: Roving MEAL Officer

Location: Juba (with 50% Maiwut and 50% Longechuk travel), South Sudan

Reports to: MEAL Coordinator South Sudan Country Programme.

Vacancy Number: RI-SSD-HR-2025-JB009

About RI:

Relief International is an international non-profit organization that partners with communities impacted by conflict, climate change and disaster to save lives, build greater resilience and promote long-term health and wellbeing. People living in fragile settings face complex, interconnected and deep-rooted crises that often tear a hole in the social fabric of communities. When this happens, our teams work closely with community leaders; first focusing on critical health needs, and then, as communities recover, focusing on both health and wellbeing programming that helps reweave the social fabric for greater resilience in the future. Our team of more than 7,000 staff and local volunteers work in 15 countries across Africa, Asia, and the Middle East, providing Health and Nutrition, WASH (Water, Sanitation, and Hygiene), Education and Livelihoods programming that is safe, truly local, conflict sensitive, climate smart, evidence based, and reaches those in need. Relief International is a 60-year-old international NGO alliance that is the product of mergers and alliances between four organizations. Today, Relief International is comprised of Relief International, Inc., Relief International-France, Relief International-UK and Relief International-Europe, all of which are led by a single senior leadership team.

Job Summary:

Relief International (RI) is seeking a dedicated Roving MEAL Officer for our operations in South Sudan. The Roving MEAL officer will be working under the guidance of South Sudan Country Program MEAL Coordinator. He / she, will actively be supporting field Health, Nutrition and WASH MEAL activities, compilation, and verification, submission, preparing all Health, Nutrition and WASH data on monthly basis. The position work in close collaboration with the Health and Nutrition officers, supervisor and South Sudan Country Program MEAL Coordinator as well He/She will ensure that complaints and feedback from beneficiaries and stakeholders are properly received, logged, addressed, and resolved in a timely and transparent manner. This role involves working closely with various departments to ensure the effectiveness of the complaints mechanism and enhance accountability and trust within the community. Additionally, the Officer will ensure that



all projects in Maiwut and Longechuk adhere to RI's mission, values, and ethical standards.

Key Responsibilities:

Monitoring Evaluation Accountability and Learning

- a) Supervise appropriate Health, Nutrition and WASH monitoring, tracking, and reporting Systems tools and templates that enhance monitoring of Health, Nutrition and WASH projects outputs and quality, generate quality evidence on Health, Nutrition and WASH projects impact and promote as well as ensure use of data for decision-making processes in the field offices of Maiwut and Longechuk.
- b) Promote the use of standard tools and forms (as appropriate) and M&E Practices and coordinate the collection of information required for county-level Health, Nutrition and WASH projects reporting on monthly basis.
- c) Lead regular reviews of projects/lessons learnt sessions and documenting lessons learned at the field level.
- d) Undertake regular field monitoring visits to provide support for proper application of Health, Nutrition and WASH M&E frameworks and tools.
- e) Compilation and Validation of all Health, Nutrition and WASH projects data for Maiwut and Longechuk on monthly basis.
- f) Facilitate deployment of appropriate research tools for conducting both qualitative and quantitative surveys and training staff and external enumerators in the use of the tools.
- g) Support and coordinate assessment and evaluations of Health, Nutrition and WASH programme at County Level.
- h) Report County level M&E updates and performances across the projects.
- i) Support facility and County teams to submit Health, Nutrition and WASH data timely to the Country Office.
- j) Receive, log, and categorize complaints and feedback from beneficiaries and stakeholders.
- k) Ensure timely and appropriate responses to complaints and feedback, following established procedures.
- l) Coordinate with relevant departments to address and resolve complaints.
- m) Monitor the effectiveness of the complaints mechanism and suggest improvements.
- n) Prepare regular reports on complaints and feedback trends, response times, and resolution rates.
- o) Maintain accurate records and documentation of all complaints and feedback received and actions taken.
- p) Train staff and partners on complaints and feedback mechanism, including how to receive and handle complaints.
- q) Conduct community sensitization sessions to inform beneficiaries about the complaints mechanism and how to use it.



Data Analysis

- a) Support all Health, Nutrition and WASH staff at county level to analyzed data to generate information to identify trends and performance and present results to stakeholders at County Level.
- b) Undertake data quality checks through review of data sources to locate and fix problems regarding accurate data collection, collation, data entry and other data integrity issues.
- c) Innovation - Develops new, better or significantly different ideas, methods, solutions or initiatives that result in improvement of nutrition program performance and meeting objectives, results and global commitments.
- d) Accountability - Holds self and others accountable for all work activities, research and personal actions and decisions; follows through on commitments and focuses on those activities that have the greatest impact on meeting measurable high-quality results for Relief International success. Exercises ethical practices, respectful words and behaviors, and equitable treatment of others in all activities.
- e) Service Excellence - Knowledge of and ability to put into action customer service concepts, processes and techniques to access internal and/or external client needs and expectations and meet or exceed those needs and expectations through providing excellent service directly or indirectly.
- f) Effective Communication (Oral and Written) - Understands effective communication concepts, tools and techniques; ability to effectively transmit, explain complex technical concepts in simple, clear language appropriate to the audience; and receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors
- g) Planning and Organizing - Develops clear goals that are consistent with agreed upon strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate time and resources for completing work; foresees risks and allows for contingencies when planning; and monitors and adjusts plans and actions as necessary.
- h) Interpersonal Relationships - Knowledge of and the ability to effectively interact within and across program team, and other Departments/Country Offices in a constructive and collaborative manner.

Qualifications:

- a) **Diploma in Clinical Medicine and Public Health.**
- b) Bachelor of Public Health is an added advantage, or a related previous experience in MEAL in Health, Nutrition and WASH projects in South Sudan.

Experience:

Minimum of at least 1 years of experience in implementing MEAL in Health, Nutrition and WASH projects in South Sudan.



- a) Experience in implementing project MEAL activities in field level and handling community feedback mechanism at project level.
- b) Strong understanding of MEAL at project level and ethical standards, including Core Humanitarian Standards (CHS).
- c) Previous exposure with CHS guidelines and standards added advantage
- d) Experience working in humanitarian or development contexts is an advantage.
- e) Excellent analytical and problem-solving skills.
- f) Strong communication and interpersonal skills.
- g) Ability to work independently and as part of a team.
- h) Proficiency in Microsoft Office Suite and other relevant software.
- i) Fluency in English; knowledge of other local languages is an advantage.
- j) Perform other duties as required;

Key Competencies:

- a) Integrity: Demonstrates a high level of integrity and ethical behaviour.
- b) Accountability: Takes responsibility for actions and decisions, and promotes accountability within the organization.
- c) Attention to Detail: Pays close attention to detail and ensures accuracy in work.
- d) Leadership: Exhibits strong leadership qualities and can guide and motivate others.
- e) Communication: Communicates clearly and effectively, both orally and in writing.
- f) Problem-Solving: Identifies issues and develops effective solutions.
- g) Cultural Sensitivity: Demonstrates cultural awareness and sensitivity to the diverse contexts in South Sudan.

Note:

The role of the Roving MEAL Officer cannot be limited to the specific duties and tasks detailed herein. The success of the RI's humanitarian mission is the highest priority and all issues, which arise, must be addressed accordingly. Therefore, the Roving MEAL Officer will be required to support in unforeseen issues and circumstances and remain flexible to perform other duties, as and when required by supervisor.

GENERAL CONDITIONS:

- Applicant must not be a person with bad records or have been convicted of Sexual Exploitation and Abuse (PSEA), Sexual Harassment and Child Abuse cases.

POLICY COMPLIANCE AND IMPROVEMENT:

- Ensure any violations of the RI Sexual Abuse and Exploitation Code of Conduct and other RI Policies are reported in accordance to the RI Reporting mechanism. The reporting of violations is an obligation on the part of all Staff members.



- Assist where necessary in undertaking activities that aim to prevent the occurrence of sexual abuse and exploitation of beneficiaries by RI and other humanitarian workers.

Applicant must not be person who has bad record or has been convicted of Sexual Exploitation and Abuse (PSEA), Sexual Harassment and Child abuse cases.

We would like to share Relief International's values with you:

- We uphold the Humanitarian Principles: humanity, neutrality, impartiality, and operational independence. We affirmatively engage the most vulnerable communities. We value:
- Inclusiveness
- Transparency and Accountability
- Agility and Innovation
- Collaboration
- Sustainability

APPLICATION SUBMISSION CRITERIA

HOW TO APPLY:

- Aspiring potential interested applicants should submit motivational letter, CV and copies of academic documents to:

recruitments@ri.org (all documents as one attachment, less than 3mbs) Subject line clearly marked with the, **Vacancy number: RI-SSD-HR-2025-JB009** and the **Position Title**

Or

All above mentioned documents in a sealed envelope to Relief International office in Juba Na-Bari Plot 347, Block 2-K or field offices Longechuk/Mathiang, Maiwut,

- Because this position is urgently needed to be fill, short listing shall be conducted before the deadline/as applications are being received (On rolling basis)
- **Deadline: 19th September 2025-4:30 pm SSD local time**
- Only shortlisted applicants will be contacted within two weeks of closing date.

