



South Sudan

JOB VACANCY



Job Title: Roving Accountability/CRM Officer

Location: Ulang County (with frequent travel to Nasir, Maiwut and Longechuk), South Sudan

Reports to: MEAL Coordinator

Indirect Reports: Area Coordinator

Vacancy NO. Ulang-RAO-2024-16-08-276N

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 Accountability/Complaints and Response Mechanism (CRM) Officer for our operations in South Sudan. The CRM Officer is responsible for managing and strengthening the organization's feedback, complaints, and response mechanism (FCRM). The CRM Officer 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 programs and activities adhere to RI's mission, values, and ethical standards.

Key Responsibilities:

- Implement accountability frameworks and mechanisms tailored to the South Sudan context.
- Receive, log, and categorize complaints and feedback from beneficiaries and stakeholders.
- Ensure timely and appropriate responses to complaints and feedback, following established procedures.
- Coordinate with relevant departments to address and resolve complaints.



- Monitor the effectiveness of the complaints mechanism and suggest improvements.
- Prepare regular reports on complaints and feedback trends, response times, and resolution rates.
- Maintain accurate records and documentation of all complaints and feedback received and actions taken.
- Train staff and partners on complaints and feedback mechanism, including how to receive and handle complaints.
- Conduct community sensitization sessions to inform beneficiaries about the complaints mechanism and how to use it.
- Ensure that the complaints mechanism is inclusive and accessible to all community members, including vulnerable groups.
- Liaise with internal and external stakeholders to ensure effective coordination and resolution of complaints.
- Engage with community leaders and representatives to promote the complaints mechanism and gather feedback on its effectiveness.
- Analyse community feedback and ensure that it informs program adjustments and improvements.
- Prepare and present regular reports on accountability initiatives and compliance status to senior management and donors.

Qualifications:

Bachelors degree in Social Sciences, International Development, Human Rights, or a related field with previous experience in CRM implementation in South Sudan.

Experience:

- Minimum of 3 years of experience in complaints handling, community feedback mechanisms, or a related field.
- Experience in developing and implementing accountability frameworks and policies, including community feedback mechanism handling.
- Strong understanding of accountability principles and ethical standards, including Core Humanitarian Standards (CHS).
- Previous exposure with CHS guidelines and standards added advantage
- Experience working in humanitarian or development contexts is an advantage.
- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office Suite and other relevant software.
- Fluency in English; knowledge of other local languages is an advantage.
- Perform other duties as required;



Key Competencies:

Integrity: Demonstrates a high level of integrity and ethical behaviour.

Accountability: Takes responsibility for actions and decisions, and promotes accountability within the organization.



Attention to Detail: Pays close attention to detail and ensures accuracy in work.

Leadership: Exhibits strong leadership qualities and can guide and motivate others.

Communication: Communicates clearly and effectively, both orally and in writing.

Problem-Solving: Identifies issues and develops effective solutions.

Cultural Sensitivity: Demonstrates cultural awareness and sensitivity to the diverse contexts in South Sudan.

Policy compliance – Mandatory Reporting Policy (MRP):

Ensure any violations of the RI Sexual Abuse and Exploitation Code of Conduct are reported to the Program Manager. 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

Note:

The role of the Accountability/CRM 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 Accountability/CRM Officer will be required to support in unforeseen issues and circumstances and remain flexible to perform other duties, as and when required by supervisor.

RI Values:

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 in a sealed envelope clearly marked; **With the Position-Juba, to Relief International office in Ulang, Juba-Thongping-behind Midan Rainbow, or by Email to; recruitments@ri.org**
- Because this position is urgently needed to be fill, shortlisting shall be done on rolling basis.
- Only shortlisted applicants will be contacted for interviews
- Only successful candidates shall be contacted within two weeks after final interviews.
- Applications once submitted are not returnable.
- **Deadline: 5TH September 2024 before 4:30 pm SSD local time**

