

Approved



Director of Labour

COMMUNITY COMPLAINT AND FEEDBACK MECHANISM ASSISTANT

CMMB is a global non-governmental, humanitarian and development organization with a special focus on making healthcare available to all. CMMB has been implementing comprehensive health intervention in South Sudan since 2009. In addition, CMMB also implements activities in child protection and gender-based violence focusing on children and women through strengthening community structures to prevent and respond to Child protection and GBV issues; provision of comprehensive case management and psychosocial support services for vulnerable children/survivors of violence, abuse and exploitation, awareness raising and community engagement on GBV and Strengthening referral systems.

CMMB South Sudan is seeking qualified suitable candidates for the following positions:

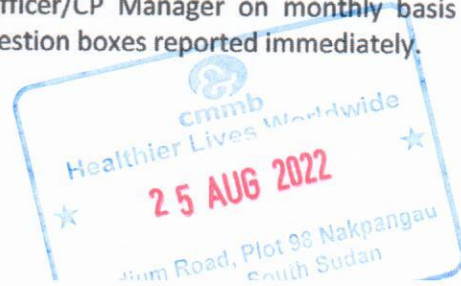
JOB TITLE:	Community Complaint and Feedback Mechanism Assistant (1 post)
LOCATION	Tambura
REPORTING TO	Direct-M & E Officer Indirect-Child Protection Manager
PROVIDES SUPERVISION TO:	None
Closing Date:	13th.Sept.2022

Job Summary:

The CFM Assistant is responsible to oversee and 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 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.

NB:

1. ***This position is open to South Sudanese nationals and female candidates are strongly encouraged to apply. Only shortlisted candidates will be contacted. Attach only photocopies of documents, no originals.***
2. ***The recruitment will be done on rolling basis.***



How to apply:

Please submit your CV and Covering Letter in one folder addressed to CMMB South Sudan at the following email address:

CMMBSouthSudanjobs@cmmb.org by Latest 13th September 2022. If interested, please apply as soon as possible. as we will be evaluating applications as they come in.

We encourage qualified female candidates to apply:

(This position is open for South Sudanese National only)

