



VACANCY ANNOUNCEMENT

Job Title: Client Responsiveness & Accountability Officer - National
Number of Post: One (1)
Band /Level /Grade: 8B
Department: MEAL
Location: Maluakon-Aweil East
Overtime Eligible: N/A
Date of Issue: Wednesday, 3rd March 2022



Background/IRC Summary:

The International Rescue Committee as one of the world's largest humanitarian agencies, provides relief, rehabilitation, and post-conflict support to victims of oppression and violent conflict in 42 Countries. IRC is committed to bold leadership, innovation, and creative partnerships. South Sudan, an independent nation since 9th July 2011, is emerging from decades of brutal civil war rooted in disputes over religion, ethnicity, resources, governance, and self-determination. The security situation remains fragile, and the operational context is challenging. IRC has been in South Sudan since 1989 and currently operates in Northern Bahr El Ghazal, Lakes, Unity and Central Equatoria States. IRC South Sudan program is currently seeking qualified candidates to fill the above vacant position.

Job Summary:

The Clients Responsiveness and Accountability (CRA) Officer reports to the CRA Manager and supports field level implementation of CRA actions. S/he ensures that feedback mechanisms (both proactive and reactive) are established in consultation with the communities; regularly promoted through different media and clients' feedback is regularly collected, analyzed, and responded to in timely manner. S/he also ensures that CRA reports are regularly generated within the agreed frequency and results are presented regularly during project meetings to inform design and delivery of the project. Additionally, the CRA Officer conducts proactive feedback sessions, FGDs, Key Informant interviews (KII) and surveys to solicit for clients' feedback which will be used to guide program implementation, planning and decision making.

Major Responsibilities/Duties:

The main duties and responsibilities of the Client Responsiveness and Accountability Officer includes the following:

1. Update/Review the SOPs and Feedback Plans together with the CRA Manager and the MEAL Coordinator.
2. Lead and coordinate processes to collect, review and respond to client feedback at the field levels.
3. Set up feedback mechanisms to collect and respond to client feedback – both proactive and reactive (technological improvements to existing mechanisms), with the support from M&E Officers.
4. Conduct regular FGDs, KIIs and meetings with different stakeholders to solicit feedback on IRC's work.
5. During distributions, establish a help desk/information table for the community members to answer beneficiary comments/questions. After the distribution, prepare help desk reports on the distribution.
6. Prepare CRA reports based on consolidated analysis of client feedback recorded via proactive and reactive channels, to be discussed at field meetings, project review meetings for analysis and decision making at the provincial level.

7. Any other duty that may be assigned by the CRA Manager and MEAL Coordinator to strengthen CRA and MEAL systems and improve program quality.

Job Qualifications/Minimum requirements:

- **Education:** Bachelor's Degree in humanitarian assistance, social work, human rights, international law, social science, or related field.
- **Experience:** Minimum of 2 years of experience in humanitarian contexts, with a preference for experience in engaging across organizations, in community services, or in change management and organizational change.
- **Demonstrated Skills and Experience:** Extensive expertise in delivering accountability mechanisms, as well as capacity to support effective communication with communities (with a specific focus on empowering women, children, and marginalized groups). Ability to package and communicate complex topics through written reports and presentations. Excellent facilitation skills, and strong understanding of how to collect feedback safely and accurately from all members of a community regardless of their age, gender, or other diversity factors. Ability to handle multiple tasks, proven self-initiative and problem-solving abilities. Good written and spoken English, good reporting skills. Values diversity sees it as a source of competitive strength. Good communication, presentation, and interpersonal skills. Excellent computer skills and competency in Word, Excel (data analysis and visualization), and PowerPoint. CommCare and PowerBI is a strong advantage

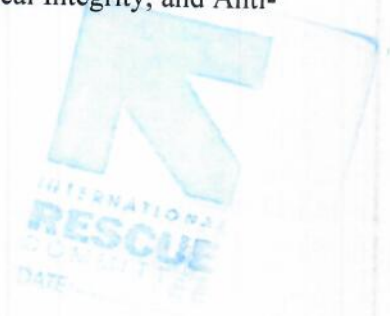
Key Working Relationships:

- **Position Reports to:** Client and Responsiveness Manager.
- **Position directly supervises:** N/A.
- **Other Internal and/or external contacts:** Finance department, Supply Chain department, Human Resources department, Health Program, Safe Programming, Women Protection and Empowerment (WPE), Child Protection Program, ERD and UNHCR.

Compliance: Ensure that all activities respect the principle of confidentiality and that all incidents reported to IRC are handled with due regards to protection principles. Ensure adherence to IRC-South Sudan specific finance, logistics, IT, security, communications and human resources/administration policies and procedures. Incorporate and comply with new procedures and guidelines designated in circulars from Country Director. Ensure any violations of the IRC Sexual Abuse and Exploitation Code of Conduct are reported to the Country Director, or through the anonymous 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 IRC and other humanitarian workers. Ensure compliance of IRC's Child Safeguarding policy in all IRC activities and report any violations observed or reported through the necessary channels immediately.

Confidentiality: Ensuring the non-disclosure of any information whatsoever relating to the practices and business of IRC acquired in the course of duty, to any other person or organization without authority, except in the normal execution of duty.

Professional Standards: The IRC and IRC workers must adhere to the values and principles outlined in IRC Way - Standards for Professional Conduct. These are Integrity, Service, and Accountability. In accordance with these values, the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation, Combating Trafficking in Persons, and several others.



Gender Equity: IRC is committed to narrowing the gender gap and leadership positions. We offer benefits that provide an enabling environment for women to participate in our workforce including parental leave, gender sensitive security protocols and other supportive benefits and allowance.

Equal Opportunity Employer: IRC is an Equal Opportunity Employer. IRC considers all applicants based on merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status, disability, or any other characteristic protected by applicable law.

The position is strictly for **SOUTH SUDANESE NATIONAL WITH ALL REQUIRED NATIONAL DOCUMENTS.**

How to Apply: Interested applicants should submit a **CV with 3 references** (Please indicate referee telephone number and email address) and a copy of academic and training certificate, a copy of **national ID** and **day time telephone contact** address it to the **Human resources Department, IRC South Sudan** and you can delivered your Application to **IRC Head office in Juba Goshen House, or field office in Jamjang**, or you can e-mail your applications to SS-HR@rescue.org Deadline for submission **Monday 21st March 2022** before **5:00PM** Central African Time.

NOTE: Only short-listed candidates will be contacted and attach photocopies only while original will be asked at the interview panel and all the photocopies will remain the property of IRC. Any candidate who may wish to do job solicitation to win favor whether directly or indirectly will automatically lead to disqualification of one's application once detected at any stage of the process.

PLEASE REMEMBER TO CLEARLY INDICATE THE POSITION YOU ARE APPLYING FOR ON THE ENVELOP (Hand Delivery)/SUBJECT Email

FEMALE APPLICANTS ARE HIGHLY ENCOURAGED TO APPLY

