



Vacancy Announcement

Job Title: Client Responsiveness and Accountability Manager

Band / Level / Grade: 7B

Department: Program / MEAL

Location: Juba (with 60% field travel)

Overtime Eligible: N/A



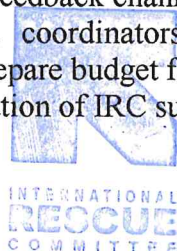
Background/IRC Summary: The International Rescue Committee (IRC) responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, the IRC offers lifesaving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in over 40 countries and 22 U.S. cities, we restore safety, dignity and hope to millions who are uprooted and struggling to endure. The IRC leads the way from harm to home. IRC has been working in South Sudan Since 1989, and manages and delivers large, complex programs to meet the needs in Safety, emergency responses, Health, WASH, and economic wellbeing for conflict and disaster affected communities. IRC works in partnership with local government and non-governmental organizations and currently works in 4 states in South Sudan.

Job Overview/Summary: The Clients' Responsiveness and Accountability (CRA) Manager reports to the DM&E Coordinator in South Sudan and will be responsible for ensuring that feedback of clients is collected, recorded and responded to in timely manner. She/he will ensure that Client Responsiveness in all phases of projects comply with IRC global initiatives and commitments while ensuring strong coordination with colleagues at provincial offices, and country office. The CRA Manager will be responsible for providing hands-on support in conducting assessments for designing and selection of feedback channels, prepare and implement proactive and reactive feedback channels plans and ensure incorporation of clients' feedbacks in programs through proactive and reactive and feedback channels. She/he will be responsible to ensure that IRC clients are regularly consulted and informed about available feedback channels.

Major Responsibilities:

Clients Responsiveness:

- The CRA Manager is responsible for supporting the DM&E Coordinator with all aspects of designing, planning, and implementing the CR strategy and mechanism throughout the country programme – including Client Responsiveness guidelines, global commitments on accountability to affected population and the good and great standards.
- The CRA Manager will design and develop core processes and standard operating procedures (SOPs) for the feedback, reporting, and complaints mechanism, including designing and selection of feedback channels and Do No Harm in project areas.
- Train all country full-time staff and casual workers in accountability principles and practices.
- Lead on coordination and liaison with programme and support unit staff to ensure successful implementation and compliance with the client responsiveness and accountability strategy and mechanism.
- Ensure robust clients' feedbacks mechanisms are in-place to encourage the communities to share their feedbacks and concerns.
- Develop context specific clients' feedback channels plans (proactive and reactive) for projects as well as providing technical support and guidance on implementation of the different clients' feedback channels plans in all projects.
- Regularly review and update clients' feedback channels plans with changing context and situation.
- Coordinate with program technical coordinators and allocate adequate resources for clients' responsiveness in projects budgets, prepare budget forecasts as part of the overall MEAL budget.
- Work with Grants team in communication of IRC success stories and lessons learnt.



Data usage for Action

- Ensure Clients feedbacks data and its analysis is available for senior management team and Technical Coordinators in South Sudan, while considering the confidentiality and clients' protection.
- Ensure that programs adopt and comply with CR standards and tools at design, startup, implementation, and close out stages.
- Ensure regular flow of Client Responsiveness data from field to country MEAL, analyze and interpret the data to help program management in taking informed decisions.
- Help the programs in assessing the performance at against CR commitments.
- Assist to Produce and submit high quality reports on client responsiveness within the agreed timelines clearly demonstrating trends and key lessons learnt.
- Lead documentation and sharing of knowledge and emerging practices on CR internally and externally with the wider stakeholder audience.
- Participate in program coordination meeting and progress against activities and budget.

Management and Coordination

- Provide oversight of CR activities, team building and the creation of external partnerships.
- Responsible for developing work plans as envisaged in the project proposal.
- Facilitate and document regular meetings between partner's MEAL staff and other stakeholders to oversee and discuss project progress, client's feedback.
- Manage the CRA staff as may be determined.

Key Working Relationships:

Position Reports to DM&E Coordinator

Position directly supervises: CR Officers TBD

Job Requirements:

- Bachelor's degree in Statistics, Social Sciences, Development Studies, Project Management or in any other relevant discipline. A masters' degree in any relevant field is an added advantage.
- 4-5 years of consistent proven and successful experience of monitoring, evaluation, accountability, and learning – specific experience in feedback management will be added advantage.
- Good written and spoken English, and spoken Juba Arabic is added advantage.
- Experience in working with communities using PRA tools and techniques. Experience on setting up of feedback channels will be added advantage.
- Strong team management experience with sound capacities to work in a diversified team.
- Willingness to work under pressure and stressful situations with minimal supervision and without compromising on deadlines or quality.
- Values diversity sees it as a source of competitive strength.
- Good communication, presentation and interpersonal skills.
- Excellent computer skills and competency in Word, Excel and PowerPoint. STATA or SPSS is an added advantage.
- Willingness to travel outside Juba to field sites under demanding conditions.

The IRC Core Values and Commitments.

The IRC and IRC workers must adhere to the values and principles outlined in IRC Way - Standards for Professional Conduct. These are Integrity, Service, Equity 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 Anti-Retaliation and Combating Trafficking in Persons



IRC is committed to ensuring that IRC staff is suitable to work with children and have the knowledge s/he needs to uphold and abide by the IRC's Child Safeguarding Policy. Level of interaction with children: less frequent direct contact with children

Standards of Professional Conduct:

The IRC and IRC workers must adhere to the values and principles outlined in the IRC Way – Code of 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, Harassment-Free Workplace, Fiscal Integrity, Anti-Retaliation, Combating Trafficking in Persons, and several others.

Gender Equality:

IRC recognizes that gender equality is fundamental to the achievement of our organizational mission. As such, IRC is committed to the promotion of gender equality in all aspects of our operations and programs. Our organizational policies, procedures and actions demonstrate this commitment. Women candidates and persons with disability are highly encouraged to apply. IRC considers all applicants on the basis of 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.

How to apply:

Interested applicants should submit a **CV with 3 references** and a copy of their **national ID** to the **Juba IRC Head Office**-Located in Goshen House 2nd floor or you can e-mail applications to SS-HR@rescue.org not later than **21st May 2021**.

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.

CLEARLY LABEL YOUR APPLICATION: CLIENT RESPONSIVENESS AND ACCOUNTABILITY MANAGER -JUBA AND WITH 60% FIELD TRAVEL

FEMALE APPLICANTS ARE HIGHLY ENCOURAGED TO APPLY

