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Approved by
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VACANCY ANNOUNCEMENTS

PROGRAM/DEPARTMENT SUMMARY:

Mercy Corps began programming in Sudan in 1985, and has been operating in states of what is now South Sudan since 2005; operations have continued since the independence of South Sudan in 2011. We have been working to meet people's immediate needs, and with communities, to build local capacity and promote economic development, especially with the eruption of violence in December 2013. Mercy Corps South Sudan's priority areas are food security and livelihoods (focusing on cash assistance, market-based solutions in agriculture and economic development), WASH and Education. Mercy Corps has been implementing project which combine agricultural, economic development, WASH, Education and other humanitarian interventions to tackle the convulsive crises affecting vulnerable communities. Mercy Corps has worked to build relationships with local government and other actors, which has enhanced our understanding of local contexts and the multiple stakeholders involved.

Vacancy: Roving CARM Officer

Reports to: MEL Manager

Duty Station: Juba

Start Date: ASAP

Deadline of Application: 24th November 2021.

GENERAL POSITION SUMMARY:

Under the supervision of the MEL manager, the CARM Officer will work on establishing/maintaining and continuously strengthening the accountability system in the organization. S/he will be managing day-to-day accountability feedback that includes handling of beneficiary feedbacks at Juba level and receiving databases from the field. CARM Officer will lead on designing and implementation of CARM. S/he will be responsible for internal and/or external referrals, to compile reports on feedbacks and provide recommendations to the programs for improving the response and coordination with the regional office

ESSENTIAL JOB FUNCTIONS:

1. Design and implement CARM system and tools

- Develop/maintain community accountability reporting mechanism and following system.
- Lead data entry and management of the CARM database.
- Communicate and disseminate feedback/complaints handling procedures, policies and tools as appropriate to beneficiaries, project staff and other stakeholders.
- Handling of a centralized telephone based and internet feedback mechanisms.



- Maintenance of an effective record and filing system for all complaints solved and pending issues including correspondences and other related documents for quick and easy reference.
- Ensure that the feedbacks are kept confidential and access to that information is in line with the guidelines.
- Support MEL and Program Teams on participant accountability and learning systems.

2. Reporting

- Compile all database from the various field, analyze and share with report
- Timely feedback to PaQ Manager and program teams on feedbacks and concerns raised by communities on project activities.
- Prepare monthly reports on feedbacks, provide recommendations, and share it with programs.
- In coordination with programs track all the actions taken for those feedbacks and include them as appropriate in the CARM monthly report, and program donor reports.

KNOWLEDGE AND EXPERIENCE:

- management, counselling, and guidance, Law, psychology field or other relevant field required.
- At least two – three years of related work experience, preferably with an international or local Non-Governmental Organization (NGO).
- Proven interest & commitment to humanitarian and development principles and a demonstrable understanding of conflict contexts and remote work.
- Proven experience in remote data collection, and data management.
- Proven at least intermediate report writing skills are required.
- Fluency in spoken and written of English and Arabic languages is required.
- Excellent Computer skills: proficiency in MS Office package, and some knowledge of database management would be an asset.

SUCCESS FACTORS:

An ability to support programmatic objectives with timely and meaningful financial information is essential. A demonstrated ability to multi-task, meet deadlines and process information in support of changing program activities is necessary. An impeccable professional standard of finance and procurement ethics as well as the willingness and ability to enforce compliance with Mercy Corps and donor policies and procedures is essential.

Apply to: Mercy Corps Juba Office

All applications will include CV, and all relevant copies of official documents, should be submitted in person.

Or by email: ss-apply@mercycorps.org

