

**CARE INTERNATIONAL IN KENYA
JOB DESCRIPTION**

EMPLOYEE NAME:

ISOC-08 OCCUPATIONAL CLASSIFICATION:

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|-------------|--|--|
| Group #: | | |
| Subgroup#: | | |
| Job group#: | | |

JOB TITLE: ACCOUNTABILITY OFFICER

PROJECT: REFUGEE ASSISTANCE PROGRAM

SUPERVISOR: SENIOR MEAL OFFICER

LOCATION/DUTY STATION: DADAAB

DATE OF EMPLOYMENT:

GRADE: F Band 2

JOB SCORE

CARE is an equal opportunity employer promoting gender, equity and diversity. CARE has a commitment to gender, equity and diversity in our workplace and operations. CARE respects and values diversity and does not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. This is reflected in our recruitment decisions which are made entirely through a transparent, merit based selection process. All CARE staff are required to comply with the Code of Conduct and Prevention of Sexual Exploitation and Abuse (PSEA) policies. CARE is committed to protecting the rights of the communities whom we serve, and therefore reserves the right to conduct background checks and other screening procedures to ensure a safe, dignified work environment.

I: JOB SUMMARY

CARE's committed to meeting international standards of quality and accountability when responding to emergencies. Responding to humanitarian crises means that CARE staff may potentially exercise significant power over stakeholders, particularly affected communities. To ensure that CARE earns the trust and respect of those we are serving, we need to be sure that we are being accountable to them. By improving accountability, we also improve the quality and performance of our response in meeting essential needs and so achieve greater impact.

The overall objective of the position is to ensure CARE's accountability system in its Refugee Assistance Program (RAP) is working as required, all the stakeholders are aware of it and the system is in use. The position will be key in supporting CARE RAP at the camp level in its efforts to strengthen quality and accountability. In addition as a member of Program Quality & Learning Unit (PQLU), participate in Monitoring and Evaluation of the Refugee Assistance Program.

II: RESPONSIBILITIES AND TASKS

R1: Plan and organize information sharing and strengthen the complaint and feedback mechanisms

- 1.1 Take lead in the management of the Complaints and Feedback Mechanism for all CARE projects/programs in Dadaab.
- 1.2 Take lead in disseminating CARE's Accountability Framework and Policy.
- 1.3 Address all the complaints received through the various available channels (hotline/SMS, email, focal point persons, suggestion boxes etc.) while respecting ethical and professional behaviour in accordance with CARE's standard operating procedures and guidelines.
- 1.4 Document all feedback received from the response mechanism, including actions taken into CARE's approved databases.
- 1.5 Maintain the organisation's commitment towards Humanitarian Accountability Partnership (HAP) standards especially in regards to information sharing, beneficiaries' participation, complaints and response mechanism.
- 1.6 Ensure that the Complaint and Feedback Mechanism is known by the refugee community by doing weekly field visits and liaising with refugee leaders and different groups in the community, men, women, children, people living with disabilities etc.
- 1.7 Review and register complaints daily in collaboration with the Refugee community workers in PQLU office in all the camps and ensure they are appropriately referred for follow up. Perform the investigations where necessary and give feedback to the beneficiary/complainant.

R2: Learning and improvement of the CARE quality and accountability initiatives, capacity development.

- 2.1 Conduct regular field visit and group discussion to explain and discuss with the beneficiaries CARE's information sharing tools and Feedback and Complaint Mechanism and propose changes as appropriate based on feedback provided.
- 2.2 Identify opportunities to work collaboratively across agencies where appropriate, to share ideas, experiences, successes and challenges.
- 2.3 Contribute to further developing CARE Staff shared vision of the importance of quality, accountability and impact assessment at the camp level.

R3: Reporting on the Complaints & Feedback Mechanism

- 3.1 Update on a daily basis in the complaints & feedback database all the complaints and feedback received, from all the channels available for use by the beneficiaries.
- 3.2 Develop and submit reports and recommendations to the concerned sectors.
- 3.3 Follow-up and review case status progress related to the internal cases referred to the sectors.
- 3.4 Produce weekly and monthly reports to be shared with all relevant CARE staff that respects the confidentiality of the claimants; contribute to the analysis and the identification of trends in complaints and problems being raised by the refugees.

R4: As a member of PQLU ensure Monitoring & Evaluation of projects/program.

- 4.1 As part of the PQLU team, participate in processes of review and/or development of M & E systems and tools.
- 4.2 Collect quantitative and qualitative project progress data on output/results indicators as defined in the project agreements.
- 4.3 Engage in spot checks and process monitoring to track results (output, outcomes and impacts).

- 4.5 Participate in providing feedback on project management to the program sectors and track necessary changes in strategies, approaches, and activities by the respective program sectors.
- 4.4 With the PQLU team and the specific sector, give input in the development of TORs for project evaluations and participate in the evaluations.
- 4.5 Ensure timely documentation, publication and sharing of lessons learned and successful approaches adopted by the program with various stakeholders.
- 4.6 Participate in capacity building of program staff and PQLU incentive staff on Monitoring and Evaluation.

R5: Provide support in Project/Program Development

- 5.1 Contribute to design and development of new projects/program concepts and proposals.
- 5.2 Participate in reviewing project proposals, especially results frameworks, to ensure compliance with the donor requirements and program standards.
- 5.3 As a member of PQLU, monitor the reporting schedule for the deadlines of the various reports to donors as agreed in the donor contracts and agreements. Ensure the deadlines are adhered to for onward submissions of reports.
- 5.4 Participate in reviewing donor and internal reports and ensure authentic data and information has been presented by the program sectors through verification on sources of data, methods of data collection, reliability/consistency of information and probability of results being delivered.

III: AUTHORITY

- **Spending Authority** : N/A
- **Supervision:** Supervises 3 Refugee Incentive workers
- **Decisions Making:** As per the role

IV: POTENTIAL CONTACTS/KEY RELATIONSHIPS

External: UNHCR, WFP, ECHO, Other implementing agencies

Internal:SDDRO; PQLU Manager; PQ&LU staff, Sector Coordinators, Program staff

V: WORKING CONDITIONS:

The position is based at Dadaab Main Office (DMO) with frequent movements to Dagahaley, IFO and Hagadera camps as well as any other extension camps and programme sites. Dadaab is a none-family working station. Hot weather is prevalent throughout the year with limited basic amenities. Road movement within the camps and to and from Garissa must be under police escort (scheduled and special convoys). The incumbent must strictly adhere to security instructions all the time including, but not limited to radio communication. It is a six days work station with a compensatory time off according to CTO policy. The incumbent will be required to travel to Nairobi office and perform official responsibilities on need driven basis.

The holder shall reside in the CARE compound while executing official duties and shall obey and adhere to residential compound regulations.

IV: QUALIFICATION, EXPERIENCE AND COMPETENCIES

Education: Bachelor's degree in Social sciences, Development Studies or any other Monitoring, Evaluation, Accountability and Learning (MEAL) related field.

Experience:

- 3 years' experience in development and/or humanitarian work with an international organization,
- Experience in settings of implementing Humanitarian accountability practices.

Certificate: Monitoring and Evaluation

Competencies

- Ability to use MS Office packages including MS Word, PPT, Excel, Access
- Demonstrate skills and experience in utilization of mobile data collection tools (ODK, KOBO etc), data analysis and management software.
- Ability to work in a team and coordinate team initiatives
- Good knowledge and understanding of the NGO environment including programme administration and management.
- Very good knowledge and experience in programme design, implementation and monitoring and evaluation
- Excellent leadership, training and facilitation skills.
- Excellent knowledge in written and spoken English.
- Excellent writing and reporting skills.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____