

**CARE INTERNATIONAL IN KENYA  
JOB DESCRIPTION**

**EMPLOYEE NAME:**

ISOC-08 OCCUPATIONAL CLASSIFICATION:

Group #:		
Subgroup#:		
Job group#:		

**JOB TITLE:** SENIOR MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING OFFICER (MEAL) OFFICER

**DEPARTMENT/PROJECT:** PQ&LU/RAP

**OPERATIONAL SUPERVISOR:** Senior Deputy Director of Refugee Operations (SDDRO)

**TECHNICAL SUPERVISOR:** Program Quality & Accountability Manager

**LOCATION/DUTY STATION:** DADAAB

**DATE OF EMPLOYMENT:** -

**GRADE:** F Band 4

**JOB SCORE:**

*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:**

Reporting to the Senior Deputy Director of Refugee Operations (Operational Supervisor) and to the Program Quality and Accountability Manager (Technical Supervisor), the Senior Monitoring, Evaluation, Accountability and Learning (MEAL) Officer will provide overall leadership in the PQLU Sector. Primarily responsible for monitoring and evaluation; strengthening program quality and accountability; ensuring quality Refugee Assistance Program Quality Concepts & Proposals are developed; ensuring quality project periodic progress reports are developed and submitted to donors in-line with the deadlines; ensuring documentation of projects impact stories; promoting learning and reporting of RAP programs in line with CARE's monitoring and evaluation system. He/she will supervise Assistant Program Officer-MEAL and Accountability Officer in the PQLU Sector and work in collaboration with other Sector Coordinators and other program staff.

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**II: RESPONSIBILITIES AND TASKS:**

**R1: Program Quality Standards development, implementation and compliance**

- 1.1 Ensure that program activities and results follow CARE, UNHCR, SPHERE, standards or other standards in project management and other contract deliverables.
- 1.2 Develop program quality standards for areas and activities without pre-defined standards, in collaboration with Program Quality Manager, Sector Coordinators, Assistant Program Officer-MEAL, Accountability officer and other field staff and ensure implementation of these standards across the projects.
- 1.3 Ensure adherence to program quality standards throughout the project cycle by sectors.

1.4 Ensures cross-cutting themes are mainstreamed, and the programmes strategic plans are followed

**R2: Ensure Monitoring & Evaluation of projects**

2.1 Undertakes monitoring visits to programme areas and provides feedback to respective budget holders

2.2 Take Lead in the review and/or development of M & E systems and tools.

2.3 Collect quantitative and qualitative project progress data on output/results indicators as defined in the project agreements.

2.4 Undertake regular field visits and spot checks and process monitoring to track results (output, outcomes and impacts).

2.5 Based on monitoring results, prepare synopsis/reports on project progress and submit to the SDDRO in set frequencies and enter it in databases.

2.6 Provide feedback on project management to the program sectors and track necessary changes in strategies, approaches, and activities by the respective program sectors.

2.7 Develop TORs for project evaluations and participate in the evaluations, in consultation with relevant sector coordinators as per the program sector plans and mandates.

2.8 Ensure timely documentation, publication and sharing of lessons learned and successful approaches adopted by the program with various stakeholders.

2.9 Compare project progress with the combined work, procurement, and spending plans and communicate the results to program sectors and program managers.

2.10 Participate in PQLU and M & E strategy development.

2.11 Capacity building of program staff and PQLU incentive staff on Monitoring and Evaluation.

**R3: Reporting, Documentation, Knowledge management and Learning support**

3.1 Ensures Quality and timely Reporting to donors is done by all projects.

3.2 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.

3.3 Review 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.

3.4 Participate in monitoring of programme indicators and project activities to ensure suitability to RAP as well as CARE Kenya national programme.

3.5 Provide data for internal and donor reports as well as internal documentation and reporting systems (e.g. CARE International PIIRS).

3.6 Take lead in documentation of lessons learnt and best practices as well as dissemination on the same.

3.7 In liason with Program Quality & Accountability at NO level, disseminate findings from research and evaluations.

**R4: Project/Program Development**

4.1 Participate in designing and development of new projects/program concepts and proposals meeting individual donor requirements.

4.2 Review the project proposal, especially results frameworks, to ensure compliance with the donor requirements and program standards.

4.3 Provide strategic input in overall programme quality and delivery.

4.4 Monitor and follow up on evaluation recommendations with sector managers especially when developing proposals.

4.5 Attend meetings, workshops, presentations and different forums to represent the RAP strategy both within and outside the organization.

4.6 Participate in development and review of the RAP strategic plan.

4.7 Ensures cross-cutting themes are mainstreamed, and the programmes strategic plans are followed

**R5: Support various sectors to incorporate quality and accountability in their work.**

- 5.1 Work with sector coordinators to ensure implementation of CARE's Humanitarian Accountability Framework (HAF).
- 5.2 Take lead in roll-out of the CI Accountability framework.
- 5.3 Work with the sector coordinators to establish complaints and feedback mechanisms and ensure that the mechanisms are culturally appropriate and complete from receipt of complaints to analysis and feedback.
- 5.4 Maintain a data base of the complaints received from beneficiaries and responses.
- 5.5 Scale up CARE's effort for information sharing to stakeholders.
- 5.6 Ensure that the complaint and feedback mechanisms established are increasingly being known by the stakeholders, more so refugee community.
- 5.7 Review the complaints mechanism in a participatory way and for continuous Improvement.
- 5.8 Share information to stakeholder in accordance with CARE's information sharing Guidelines.
- 5.9 Build staff capacity on accountability and PSEA.
- 5.10 Produce monthly reports to be shared with all relevant CARE staff on a need to know basis respecting confidentiality; contribute to the analysis and the identification of trends in complaints and problems being raised by the refugees.
- 5.11 Identify opportunities to work collaboratively across agencies where appropriate, to share ideas, experiences, successes and challenges.
- 5.12 Ensure that all official programme documentation is properly stored and available for the future.
- 5.13 Ensure that all programmes properly retain programme learning for future projects, and that all information is properly documented

**R6: Supervision**

- 6.1 Supervise Assistant Program Officer- MEAL and Accountability Officer.
- 6.2 Prepare work plans for PQLU office.
- 6.3 Coach PQLU staff on preparation of their IOPs and provide regular feedback during its implementation.
- 6.4 Conduct mid-year and annual performance appraisal for the Assistant Program Officer- MEAL and Accountability Officer.
- 6.5 Perform any other duties that may be assigned by the SDDRO.

**III: AUTHORITY:**

**Spending Authority:** 400,000/=

**Supervision:** Two National Staff

**Decision Making:** Decisions on Program Quality and Learning Unit, CAREs Accountability framework and Management, while major decisions are escalated to supervisor.

**IV: CONTACTS/KEY RELATIONSHIPS:**

**Internal:** SDDRO and program staff

**External:** WFP and UNHCR field staff

**V: WORKING CONDITIONS:**

The position is based in Dadaab Main Office with occasional visits to the Camps and other program sites. This is a non-family work station. Hot weather is prevalent throughout the year with limited basic amenities. Road movement between the work station and Garissa as well as inter-camp movement must be under police escort (scheduled convoys), with strict adherence to safety and security instructions all the time. It is a six days work station with a compensatory time off according to CTO policy.

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

## **VI: QUALIFICATIONS AND COMPETENCIES**

**Education:** Degree in Monitoring and evaluation, Impact measurement, Project Management and planning, statistics, social sciences or related field or equivalent experience. Master's degree is an added advantage.

**Experience:** 5 years relevant experience in similar/related position and demonstrated experience in monitoring & evaluation with an international humanitarian agency in settings of implementing humanitarian accountability practices.

**Certificate:** Monitoring and Evaluation; Participatory methodologies; Proposal writing; Humanitarian assistance programming; Computer packages

### **Competencies:**

- Demonstrate skills and experience in utilization of data analysis and management software.
- Proven expertise in quantitative and qualitative methodologies, participatory approaches, management information systems, reporting, data quality assessments, data analysis and presentation.
- Experience in undertaking evaluations and impact enquiries.
- Excellent report writing, verbal English and presentation/communication skills.
- Significant demonstrated experience in working on donor funded programs.
- Excellent leadership, training and facilitation skills.
- Familiarity with mobile data collection tools – ODK, KOBO Collect, E- recording.
- Demonstrated evidence to document best practices; human interest stories; case studies and lessons learnt.
- Demonstrated evidence to develop successful Project Concepts and Proposals in different thematic areas.

### **Skills**

- **People Skills:** Ability to work both independently and as a team player .The post holder needs to be able to work independently whilst supporting a wider team of monitoring and evaluation staff in other departments as well as the team in his/her unit and demonstrates leadership. The post holder needs to demonstrate diplomacy, good communication skills, possess excellent analytical skills, facilitation skills, and the ability to work as a team player.
- **Integrity:** Works with trustworthiness and integrity and has a clear commitment to CARE's core values and humanitarian principles.
- **Resilience/adaptability and flexibility:** Ability to operate effectively under difficult circumstances and to interact effectively with a geographically dispersed multicultural team.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Name & Signature: \_\_\_\_\_ Date: \_\_\_\_\_