



# INTERNATIONAL RESCUE COMMITTEE

## Vacancy Announcement-Ref No. NIL

(National Only)

### Four Core values of IRC

#### Integrity

We are open, honest and trustworthy in dealing with clients, partners, co-workers, donors, funders and the communities we affect.

#### Accountability

We are accountable—individually and collectively—for our behaviors, actions and results.

#### Service

We are responsible to the people we serve and the donors who enable our service.

#### Equality

We strive for equal outcomes for all clients and colleagues by promoting equitable access to opportunities and services.

### From Harm to Home

The mission of the IRC is to help people whose lives and livelihoods are shattered by conflict and disaster to survive, recover, and gain control of their future. [www.theirc.org](http://www.theirc.org)

Who receives IRC's services?	the most vulnerable populations
Which sectors?	Water & sanitation, women protection & empowerment, protection, health, social development
When began in Myanmar?	2008
What position you are applying for?	Accountability Assistant (Emergency Response)
Number of Opening	1
Who you report to?	Accountability Manager
Where you work?	Mandalay
When you start working?	Immediately
What will you get?	Basic Pay + Fringe Benefits (Health Insurance + Annual Group Life Insurance + Annual 13 <sup>th</sup> Month Pay + Severance + Leaves Entitlements)
When can you apply?	During 11 <sup>th</sup> April 2025 to 21 <sup>st</sup> April 2025
What IRC expects from you?	Zero tolerance with financial fraud, sexual harassment, sexual violence, child abuse, abuse on beneficiaries. The applicant is expected to abide by IRC's policies related to safeguarding. IRC defines safeguarding as "An umbrella term that covers both staff and client-facing protection from exploitation and abuse".
What is your Job Scope?	<b>Scope of work:</b> Under the direct supervision of the Accountability Manager, the Accountability Assistant is responsible for day-to-day implementation of the Client Feedback and Safeguarding Mechanism, a strategic initiative of the IRC Myanmar country program to ensure client responsiveness. The Accountability Assistant will play a key role in the administrative handling of feedback and complaints, routine recordkeeping, communication, and coordination for IRC's earthquake response. The position requires the ability to interact with a wide variety of community members.

#### **Major Responsibilities:**

##### **Management of client's feedback and/or complaint**

- Serve as a point of contact for and administer different feedback channels (e.g, hotlines, suggestion boxes, individual interviews &

client satisfaction survey)

- Acknowledge, receive and register feedback/complaints from IRC clients and community members.
- Inform stakeholders about IRC's confidentiality policies, complaint-handling process and timeframes to respond to client feedback.
- Handle routine questions and requests for information.
- Categorize and route stakeholders' feedback/complaints to responsible staff according to policies and standard operation procedures.
- Facilitate communication with complainants about case status and decisions.
- Provide clients information on third-party services available in the area.

#### **Data Management and Reporting**

- Handle entry, upload, and export of client feedback data using designated software.
- Organize paper and electronic records for routine reporting in a timely manner.
- Ensure confidentiality and privacy of clients is maintained while collecting and managing client feedback data in line with existing IRC policies on data protection.
- Assist the Accountability Manager in producing monthly and annual client feedback reports.

#### **Community Awareness and Learning**

- Ensure Feedback Mechanism briefings and information dissemination are provided on a routine basis to local field staff as well as community members.
- Support capacity building for IRC staff and partners on Client Responsiveness
- Collect relevant IEC materials and disseminate them to the community.
- Establish and maintain strong relationships with the affected community.

#### **Others**

- Support implementation of assessments in the event of emergencies
- Implement other related activities as assigned by the Accountability Manager

**What should you have?**

#### **Education**

- Bachelor's degree in social science or other related subjects
- Good knowledge of governance, accountability, complaint and feedback mechanisms

## Experiences

- Minimum one year of experience in complaints handling, data collection, community engagement and working on programs in a humanitarian UN/INGOs/LNGO context.
- Experience working with vulnerable, disempowered and marginalized groups in the humanitarian sector.

## Competency

- Excellent command of MS- office software applications (Word, Excel, Access, Outlook and Power point)
- Ability to work under stressful conditions while maintaining perspective and a sense of humor.
- Willing to travel to programs implementing hard to reach rural areas.
- Excellent listening and communication skills, able to handle problems with patience, politeness and diplomacy
- Solid organizational skills, attention to detail, able to handle multiple tasks and meet deadlines.
- Strong interpersonal skills and ability to work effectively with staff and partners in a cross-cultural environment.
- Working familiarity with smart phones or tablets, preferably for digital data collection experience
- Strong self-initiative with ability to be flexible and work well under pressure in fast-paced team environments.

## Language Skills:

- Prefer to speak local language, in addition to Burmese and working English

Deadline	Mailing Address	Email
<b>5pm on Monday, April / 21 / 2025.</b>	<b>International Rescue Committee Yangon Office</b>  No. 69/54 (B4), Oak Tha Phayar Street, Kyaikkasan Quarter, Bahan Township, Yangon.	HR.IRCMyanmar@rescue.org
<u>Notes:</u> <ul style="list-style-type: none"><li>➤ I Resume/Application is requested to be submitted in <b>Microsoft Word Format</b>.</li><li>➤ Please clearly mention the Position and Location you are applying for in the email Subject Line.</li><li>➤ IRC is an Equal Opportunity Employer and considers all applicants on the basis of merit without regard to race, sex, color, national origin, sexual orientation, age, marital status, veteran status, or disability. IRC's GEDI, Gender Equality Diversity and Inclusion policy applies to all IRC Staff.</li><li>➤ IRC practices zero-tolerance against any abusive action. IRC's Child Safeguarding and Adult Safeguarding Policy applies to all IRC staff.</li><li>➤ Candidates are required to declare in advance should there be any relative or family member currently employed in IRC. Failure to do so, he/she will result in the termination of the employment contract even after successfully being selected.</li><li>➤ <b>IRC regrets to inform you that only short-listed candidates will be contacted.</b></li></ul>		