



Until we are all equal

Plan International Myanmar

Job Advertisement for Accountability Coordinator

Plan International is a global organization focused on advancing the rights of children and youth, especially girls, across both development and humanitarian contexts.

In Myanmar, Plan International implements integrated programming focused on child development and youth empowerment, with a special emphasis on supporting girls and young women. Our program areas encompass Early Childhood Care and Development (ECCD), Water, Sanitation, and Hygiene (WASH), Resilience and Disaster Risk Reduction (DRR), Child Protection, and Education. Additionally, we focus on Youth and Adolescent Development through Skills and Opportunities for Youth Employment and Entrepreneurship (SOYEE), as well as Leadership and Life Skills Development. Our efforts also extend to ensuring Food and Nutrition Security to promote healthier and more resilient communities.

Plan International is dedicated to creating safe environments for children and program participants, promoting practices that address their specific safeguarding needs and protection risks. We actively challenge and do not tolerate inequality, discrimination, or exclusion.

Position	: Accountability Coordinator
Report to	: MERL Advisor
Number of Position	: 1 Position
Location	: Yangon, Country Office
Assignment Type	: One Year contract with possible extension
Application Closing Date	: 17 th June 2025, 5:00 PM
Travel Percentage	: 20%

Job purpose:

Plan Myanmar is seeking an experienced accountability focal person to ensure proper feedback and complaint mechanisms are integrated into its development and humanitarian programming. This position holder will support the operationalization and maintenance of its community feedback mechanisms, including the maintenance of feedback databases, compilation and collation of feedback data, action on feedback that is provided, analysis of the data to relevant stakeholders, which will help improve programme design and enhance PIM's responsiveness to communities' needs. Further s/he will support building the capacity of staff and provide support to project staff on accountability and community feedback mechanisms. The post holder will work closely with PIM's MERL team at CO and PU levels, under the direct supervision of the MERL Advisor.

Dimension of the Role:

- Collect and compile feedback data from PU-based community feedback (CF) and Accountability to Affected Populations (AAP) mechanisms on a quarterly basis for management review, as well as for necessary reporting, together with PU MERL teams. Ensure that the data is organized and presented in a cohesive manner for management review and necessary action.
- Serve as the accountability focal point for the PIM MERL team, providing capacity building support to staff and partners where necessary on CFM and AAP.



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- Maintain updated CO CFM database in coordination with M&E specialist/manager at CO and PU-based MER Coordinators to ensure all information is readily available for reporting, review and learning.

Key Responsibilities:

- Working under the guidance of the MERL Advisor, coordinate closely with PU MERL teams to compile community feedback data from projects on a regular basis. Ensure that this compiled data is analyzed and disseminated to relevant stakeholders for appropriate action and to inform project/strategic decision-making.
- Support the development and operation of beneficiary feedback/complaint mechanism(s) at PU level and ensure they are working according to core humanitarian standards.
- Develop Feedback Mechanism Protocols and IEC materials to ensure awareness among staff and at community level.
- Provide CFM/AAP training to staff, volunteers and partners as and where necessary.
- Liaise with and participate in AAP/CE Working Group.
- Anything else that is assigned by the line manager.

Safeguarding and PSHEA

- Ensure the delivery MERL activities in accordance with Safeguarding policies, procedures and guidance incorporate measures described in the standard Designing and Delivering Safe Programmes, Influencing and Research Work. This includes conducting risk assessments and implementing safeguarding and ethical protocols
- Create a safe and supportive environment for all community members, particularly vulnerable groups such as women, children, and LGBTQ+ individuals.
- Ensure their work does not put children and programme participants at risk by continuously evaluating it through a safeguarding perspective, data privacy and discussing potential design or implementation with the children and programme participants.
- Promote the importance of safeguarding and PSHEA to colleagues in other organizations and children, their families, beneficiaries, and the wider community.
- Assume responsibility for reporting any instances of suspected child abuse or neglect immediately as per Plan Myanmar's policy.

Qualifications, Skills & Experience:

- Relevant degree holder such as development studies, education, social services or related area.
- At least three years of progressive experience in the area of accountability, community feedback mechanisms and community engagement.
- Understanding of humanitarian issues.
- Strong knowledge of theory and practice related to accountability to affected populations and community engagement, as well as experience with accountability systems.
- Understanding of participatory and child friendly feedback approaches, particularly with respect to facilitating the participation of girls and women.



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- Strong understanding and passion for coordinating and collaborating with colleagues.
- Understanding of integrated development issues and child rights.
- Experienced utilizing computers including word processing, spreadsheets and other software packages.
- Strong commitment to gender equality and high level of personal awareness and sensitivity to gender equality, inclusion and diversity issues.
- Basis knowledge and understanding on Child Protection, Safeguarding and PSHEA including policy implementation to the respective area of responsibility.
- Reflects on their value system and takes account of their biases towards individuals (including children and programme participants) in all their diversity.
- Good negotiation and problem-solving skills.
- Conceptual and analytical skills.
- Planning and monitoring, coaching, mentoring, training and facilitation skills.
- Demonstrated competence and knowledge of community feedback systems and knowledge management, as well as an ability to meet deadlines with attention to detail and quality.
- Good computer skills in MS Word, Excel, Power Point.
- Ability to work independently, as a team player and able to take initiative where appropriate.
- Ability to work in a multidisciplinary and multicultural environment.
- Proven ability to manage multiple priorities.
- Planning, monitoring, coaching, mentoring, training, and facilitation skills.
- Fluency in Burmese and English (written and spoken).
- Ability to emulate Plan International's commitment, both in and outside of the workplace, to empowering girls and young women in securing their rights to equality
- Flexibility in a workspace with growing needs and responsibility.
- Takes initiative, identifies potential problems and solutions, and anticipates needs ahead of time.
- Demonstrate high degree of professionalism and integrity.
- Ability to work under pressure, as part of a team or independently, and meet deadlines consistently.
- Occasionally work during night time, weekends and holidays to produce timely and quality output.
- Experience working with children and youth is an advantage.

How to apply:

Interested candidates who meet the above requirements are required to submit a cover letter, a comprehensive CV and details of three referees via e-mail only to: Myanmar.CO@plan-international.org. Late applications will not be considered.

Subject line for application: **"Accountability Coordinator_ Yangon"**.

Reference & background checks will be performed for successful candidates. Only shortlisted candidates will be contacted. Plan International is an equal opportunity employer and women are encouraged to apply. Plan International Myanmar is committed to the well-being of children, youth, and adults, and upholds the principles of gender equality. We have zero tolerance for Safeguarding and PSHEA issues. All staff and associates of Plan International Myanmar are required to sign and adhere to our Safeguarding Policy and PSHEA Policy at all times.