

Community Accountability Officer - Rakhine (VA-340624) Nationals Only

DEADLINE FOR APPLICATIONS: Thursday 04 July 2024

Location – Remote

Anticipated Length of Contract – starting at 6 months with option to renew.

General Summary

We enable communities to provide feedback about our work and we use it to adapt our work and programs. Our Community Accountability Reporting Mechanism provides individuals, organizations, local groups, and other stakeholders a way of bringing questions, ideas, suggestions, and complaints directly to us, through safe and confidential channels - and then, to receive a response from the organization.

The Community Accountability Officer is an important team member who handles the suggestions, questions, feedback, and complaints from community members and program participants. This helps to make sure that our commitments to responding to feedback are met.

Essential Job Responsibilities

- Monitoring feedback channels
- Recording feedback, complaints, questions etc. daily into the database
- Assigning a feedback grade, depending on the seriousness of the report
- Ensuring that appropriate action is taken
- Ensuring all Ethics-related reports are immediately and directly escalated to the Headquarters Ethics team
- Assist the Community Accountability Coordinator in analyzing problems and areas of improvement in the handling of community feedback
- Participate in the implementation of action plans to address weaknesses in feedback mechanism
- Support the implementation of capacity sharing strategy/plans with partner organizations

Accountability

- Reports Directly To: Community Accountability Manager
- Works Directly With: Community Accountability Team, MEL Team, Program Teams

Knowledge and Experience

- Degree in social science (sociology, anthropology, psychology, etc.), social work, IT, or other relevant field is preferred
- Previous work experience in an international or local Non-Governmental Organization (NGO) is an asset but not required
- Proven experience in data collection and data management
- Excellent computer skills: proficiency in MS Office package, and strong knowledge of database management is required
- Ability to work in a fast-paced emergency response environment and adapt to the rapid changes
- Excellent listening, interpersonal, communication and networking skills; and the ability to work with diverse populations.
- High level of self-awareness and self-development with the maturity to deal with constructive feedback
- Fluency in verbal and written Burmese. Knowledge of any additional local language from Rakhine, notably Rohingya.

Success Factors

Any skills gained through education, volunteering, work, or life experience that are relevant for the position will be considered. Be sure to fully explain transferable skills and success factors and how they apply to this position in your cover letter

The successful Community Accountability Officer will have excellent communication and interpersonal skills, will demonstrate attention to detail, will be committed to working long hours when necessary, and to working with the stakeholders regardless of race, religion, ethnicity, abilities or gender. S/he will be highly motivated, and capable to work with or without direct supervision. Other factors include:

- The ability to work under pressure
- Willingness and ability to quickly learn new information/concepts and implement them
- Strong team player with initiative and positive attitude towards problem solving
- A learning approach to work with excellent capacity building skills
- Attention to detail and patience to double check data results
- Self-starter, multi-tasker, solution-seeker and innovator

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives. We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

The organization is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact. We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, any other protected group in the locations where we work.

Safeguarding & Ethics

The organization is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to organization's Code of Conduct Policies and values at all times.

HOW TO APPLY

Applicants should submit their application letter and current CV with complete contact details and, indicating apply position with vacancy announcement number to responsejobsmm@gmail.com.