



Catholic Relief Services-JWBG Job Vacancy

Job Title: Field Officer (Accountability & Safeguarding) _Gaza

Department: MEAL

Reports To: Senior Project Officer (MEAL)

Location: Gaza Strip

About CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

Job Summary

You will assist to ensure accountability to stakeholders by working directly with local partners and community members, coordinating various accountability-related activities and events in support of Catholic Relief Services' (CRS) work to serve the poor and vulnerable. Your service and community relations skills ensure that the local partners and communities feed into and benefit from the project that consistently applies best practices and continuously works towards improving its impact.

Roles and Key Responsibilities

- Support the monitoring of project activities from an accountability perspective at the field level, ensuring the emergency response team is aware of the needs and preferences of targeted communities and local stakeholders for consideration in project implementation and adaptation.
- Coordinate communication and facilitate accountability-related information sharing among the project team, implementing partners, and project participants at the community level to assist local partners in strengthening community interest, involvement and support networks.
- Assist with the roll-out and implementation of the feedback and response mechanism (FRM) for the emergency response. Support actively seeking and responding to feedback from all members of targeted communities and other stakeholders as defined by the FRM.
- Provide support for managing static FRM channels as needed.
- Conduct accountability activities in the field and at distribution sites such as exit interviews and in person/phone post distribution monitoring.
- Liaise with various community stakeholders to capture solicited and unsolicited feedback about emergency response activities and contribute to the preparation of reports.
- In coordination with the project team, support accountability-related capacity building events for community representatives and partners
- Coordinate, monitor, and report on accountability for partner activities. Support partners to execute agreed upon accountability activities.
- Record, register and update the FRM database including follow-up and reporting feedback and complaints to beneficiaries and other stakeholders.
- Contribute to program learning and accountability by posing thoughtful questions, reflecting upon and advocating for the needs and preferences of targeted communities and stakeholders and sharing with project management the information gathered from community members and partners.

Basic Qualifications

- High School diploma required. Bachelor's degree a plus.
- 2 years of work or volunteer experience in community development and mobilization.
- Additional education may substitute for some experience.
- Computer skills required.

Required Languages – Fluency in Arabic and proficiency in English

Travel – Up to 20% travel across the Gaza Strip

Knowledge, Skills and Abilities

- Observation, active listening and analysis skills with ability to make sound judgment
- Good interpersonal skills and the ability to interact effectively with diverse groups
- Proactive, results-oriented and service-oriented
- Attention to details, accuracy and timeliness in executing assigned responsibilities
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint)

Preferred Qualifications

- Experience in participatory action planning and community engagement
- Experience monitoring projects and collecting relevant data preferred

Agency-wide Competencies (for all CRS Staff)

These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Integrity
- Continuous Improvement & Innovation
- Builds Relationships
- Develops Talent
- Strategic Mindset
- Accountability & Stewardship

Supervisory Responsibilities

No supervisory responsibilities.

Key Working Relationships

Internal Senior MEAL Project Office; Safeguarding Focal Points; MEAL Manager/Technical Advisor; Gaza Head of Office; Head of Programs; Country Representative; Regional Technical Advisor for Protection

External Key partner staff

MEAL Competencies (for CRS MEAL Program Staff)

Each staff member in this position is expected to have *basic knowledge and ability* and, with guidance, *be able to apply the following competencies in common situations* that present limited difficulties:

- Monitoring
- Accountability
- Analysis and Critical Thinking

In addition, each staff member in this position is expected to have *elementary understanding* of and to *demonstrate a willingness and potential to learn* about:

- Evaluation
- Learning
- ICT4MEAL
- Management in MEAL

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, national origin, or disability status.

Women, people with disabilities, and other underrepresented populations are encouraged to apply and to seek CRS support on the application process where additional accommodation is required.

APPLICATION INSTRUCTIONS: Interested candidates with relevant education and work experience are invited to complete an application which addresses the positions requirements. In order to be considered for the position, candidates must submit both a CV and a cover letter, in English. Applications which fail to meet these requirements will not be considered. Applications must be submitted online at <http://jobs.crsjwb.org> and will be reviewed on a rolling basis. This posting will remain open until filled, however, submission by September **19th, 2024** is strongly advised.