

## Client Responsiveness and Accountability Volunteer at International Rescue Committee (IRC)

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### Job Description

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The International Rescue Committee is a global humanitarian aid, relief and development nongovernmental organization.

### Summary

The International Rescue Committee's (IRC) mission is to help the world's most vulnerable people survive, recover, and gain control of their future. The IRC has been working in Kenya since , providing health care, women's protection and empowerment, protection, governance and rights, and nutrition services to refugees and the host communities.

### Job Overview

The Client Responsiveness and Accountability (CRA) volunteer reports to the Senior Monitoring and Evaluation Officer and technically to the Senior Protection Manager. S/he will support IRC Lodwar field office in the implementation of Client Responsiveness and Accountability actions. S/he ensures that feedback mechanisms (both proactive and reactive) are established in consultation with the communities; regularly promoted through different media and other community engagement forums. S/he will ensure clients' feedback is regularly collected, analyzed, and responded to in timely manner. S/he also ensures that CEA reports are regularly generated within the agreed frequency and result areas and are presented regularly during project meetings and donor reporting requirements.

Additionally, the C.R.A. Officer conducts feedback sessions, Focus Group Discussions, and surveys to solicit for clients' feedback.

### **Major Responsibilities**

Update/Review the Standard Operating Procedures (SOPs) and feedback Plans together with the senior protection manager and Senior Monitoring and Evaluation Officer.

Lead and coordinate processes to collect, review and respond to client feedback regarding IRC implementation projects on Reproductive Health, Nutrition, Women Protection and Empowerment (WPE) and Livelihoods in Turkana County and West Pokot County.

Set up feedback mechanisms in collaboration with the IRC implementing partners to collect and respond to client feedback—both proactive and reactive considering technological advancements and literacy of the target population

Conduct regular Focus Group Discussions, support Data collection activities and meetings with different stakeholders to solicit feedback on IRC's work in support with Monitoring and Evaluation department.

Contribute to documentation of the success stories and lesson learnt of the project during implementation under the support of Monitoring and Evaluation department.

Use the guidance on implementation and monitoring in the Client Responsive Programming Framework in accordance with IRC's responsiveness strategic objectives for good and great standards.

Contribute to routine data quality audit of the program with technical support of the M&E department.

Establish a help desk/information table for the community members to answer beneficiary comments/questions.

Conduct Post Distribution Monitoring (PDM) of cash-based interventions.

Support routine monitoring of nutrition supplies in West-Pokot office

Prepare client engagement and accountability reports and share with the Senior Monitoring and Evaluation Officer and Senior Protection Manager.

Enter, analyze, and share consolidated client feedback data to field management to be discussed at field management meetings for course correction.

Compile and share ideas and methods across the different sectors on how to engage with communities in two-way communication.

Facilitate workshops and discussions with key staff on client engagement and accountability mechanisms.

Spearhead the development of feedback in contingency plans and emergency preparedness in line with IRC best practices and guidelines for working in emergencies.

Help in developing assessment tools in collaboration with Monitoring and Evaluation team.

Update the client feedback registry and classify the complaints and feedback as required.

Help in design and development of Information education and communication materials for client feedback mechanisms.

Monitor the concerns of clients accessing IRC services and highlight the specific needs of men, boys, women, and girls.

Examine programme implementation and assess possible improvements based on lessons learned.

Submit high quality monthly reports; compile statistics, and document challenges and lessons learned.

Key Working Relationships

### **Qualifications**

Minimum of 2 years' experience in humanitarian contexts, implementing Community Engagement and Accountability (CEA)/Accountability to Affected Population (AAP) programs.

Ability to package and communicate complex topics through written reports and presentations.

Excellent facilitation skills, and strong understanding of how to collect feedback safely and

accurately from all members of a community regardless of their age, gender, or other diversity factors.

Ability to handle multiple tasks; proven self-initiative and problem-solving abilities.

Bachelor's Degree or Diploma in relevant fields such as human rights, international law, social sciences, statistics, or related field.

Advanced English language skills, oral and written.

Expertise in delivering community engagement and accountability mechanisms, as well as capacity to support effective communication with communities (with a specific focus on empowering women, children, and marginalized groups).

Proficient in Microsoft Office suite (Word, Excel, PSS, EPIinfo, KOBO/ODK PowerPoint etc.)

Proficient in Data analysis and visualization

Knowledge of COMET, COMM Care and PowerBi

Experience in Monitoring and Evaluation

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