ActionAid is a global movement of people working together to achieve greater human rights for all and defeat poverty.

ActionAid Bangladesh is looking for suitable candidate for the following position:

Officer – Compliant Feedback & Response Mechanism (CFRM)

Project	:	Camp Coordination and Camp Management (CCCM) Project, Funded by UNHCR
Location of posting	:	Teknaf, Cox's bazar
Types of contract	:	Fixed term contract
Duration of Contract	:	Up to 31 December 2023 (if not extended)
Number of Position	:	01 **(Only women are encouraged to apply)**
Salary and benefits	:	Monthly Gross Salary will be **BDT. 79,875** with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Context

Over 1 million Forcibly Displaced Myanmar Citizens (with the majority comprising women and children), took shelter in camps in Cox's Bazar in southern Bangladesh in August 2017. The Government of Bangladesh, together with national and international partners, has been proactively responding to this crisis through extensive humanitarian response. The government allocated 2,000 acres of land that is apportioned into different camps as temporary settlements for the Rohingya people. There is a coordinated effort to provide critical life-saving assistance i.e. food, nutrition, shelter, water, health & hygiene, psycho-social support and counselling, and basic education services to the Rohingya people living in the camp and host community settlements.

ActionAid is going to implement site management activities in different camps in Teknaf. As an agency engaged in Rohingya Crisis Response since September 2017, ActionAid has the experience in coordinating with a range of camp actors, including the Rohingya and their representatives, and in facilitating the site management role in Rohingya camps.

The major activities related to site management are identifying critical humanitarian needs and addressing those through coordination & collaboration with different stakeholders; anchoring information management also, complaints and feedback mechanism; linking community with different service providers; facilitating camp operations and DRR actions.

Key responsibilities include (not limited to)

Functioning CFRM in the camp area (80%)

General

- Ensure the community is aware and have access to the CRFM at all times, whether through static or mobile CFRM;
- Receive beneficiaries and provide them with the relevant information or refer them to the appropriate

service provider, actors depending on the nature of the complaint;
- Ensure all segments of the community including the most vulnerable have access to the mechanism and that their voices are heard and complaints referred.

Information delivery

- Share information with beneficiaries and community members about services or assistance based on the beneficiary's request for information;
- Engage actively with other actors to ensure all information is available and provided accurately in a timely manner;
- Prepare weekly and monthly reports on CFRM related statistics.
- Follow the Data shearing and data protection policy.

Feedback and complaints:

- Listen respectfully to individuals' feedback, requests for information, assistance or complaints;
- Provide answers to requests for information and process and respond to complaints for beneficiaries who are seeking help through Info/CFRM desk.
- Enter and track all complaints and feedback received and ensure proper documentation of data in the Kobo system/excel sheet and keep up to date records in order to generate regular reports;
- Maintain clear follow-up tracking procedures for each case as well as Refer cases to the different actors depending on the nature of the complaint. following CRFM and info hub Standard Operating Procedures (SoPs)
- Support in the analysis patterns and trends in complaints and feedback to help AAB improve its programming and partnerships with various actors;
- Refer Protection cases to the Child and/or General Protection team respecting the beneficiary's confidentiality:
- Ensure beneficiary's consent is taken for referrals

Reporting and Documentation (20%)

- Daily/Monthly/quarterly/annual/ad hoc reports, risks assessments are prepared and updated.
- Programme activities implemented in keeping with personal work plan.
- Community workshops, focus group discussions, meetings and other community mobilization activities organized and supported.
- All program activities implemented in keeping with project Communications Strategy and using the community mobilization for empowerment methodology and participatory tools.
- Submit required financial documents when necessary following organization's financial policy
- All assignments performed in a quality and timely manner.

Relationships

Officer – Compliant Feedback & Response Mechanism will report to Manager – Camp Management

Required Educational Qualification and Experience

- University degree in Social Science, Disaster Management or relevant disciplines (flexible in terms of person having working experience in Rohingya Response)
- Minimum 2 years of working experience

- Minimum 1 year of working experience in emergency projects

Technical Skills

- Proficiency in the local language will be an advantage.
- A clear understanding of protection issues, CCCM, human rights, DRR, and self-resilience
- Experience working in emergency responses targeting vulnerable people
- Able to take decisions in a timely manner, prioritize and multi-task seamlessly.
- Orientation to gender sensitivity.
- Ability to work under extreme pressure and meet deadlines.
- Team player with strong experience in multi-cultural and multi-ethnic environments.
- Proficient with MS office suite, KOBO collect, SPSS

Application instructions

Only those who meet the above requirements are requested to apply following these instructions:

- Last date of application is **Thursday, 13 April 2023.** ***Due to emergency, recruitment will be on rolling. The interested candidates are requested to apply before deadline***
- Please **click here** to submit your application.

ActionAid Bangladesh aims to attract and select a diverse workforce ensuring equal opportunity to everyone, irrespective of race, age, gender, sexual orientation, HIV status, class, ethnicity, disability, location and religion. Any personal persuasion/phone-call will result in disqualification of candidature.

ActionAid Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards child abuse, exploitation and child labor and expects all employees to abide by the Child Protection Policy of ActionAid Bangladesh.

N.B: There is no cost involved with applying for positions with ActionAid Bangladesh. Any solicitation of job application costs should be regarded as fraudulent