

## Accountability Assistant

Location: [Europe & the Middle East] [Jordan]

Town/City: Amman

Category: Field Operations

Job Type: Fixed term, Full-time

**Position Title: Accountability Assistant**

### **JOB PURPOSE:**

The Accountability Assistant will be providing support the implementation of activities related to accountability to affected populations (AAP) and mainly in its aspects related to sharing information and transparency, handling complaints and feedback mechanisms, consultation and participation across his/her area of intervention. The incumbent will act and be the main focal point for beneficiary complaints and feedbacks about WV activities. The incumbent will be responsible for fulfilling the field-level accountability needs of the projects and will follow up with project focal points per the predefined feedback and complain mechanisms protocols and category. She/he should also come up with findings based on stakeholders' feedback received through various channels using evidence-based and participatory approach.

### **MAJOR RESPONSIBILITIES:**

**Receive complaints through variety of channels from beneficiaries and provide appropriate and timely answers**

- Collect feedback and complaints of beneficiaries by answering the dedicated hotline
- Collect feedback and complaints during distribution and any other activities using the dedicated forms

- Reply to feedbacks and complaints in a timely manner respecting WV Internal Standard Operating Procedure
- Monitor all feedback and complaints received, ensure action is taken and documentation is maintained
- Communicate effectively with projects CRM focal points to follow up on the different feedbacks and complains per to the protocols
- Coordinate with the accountability team field staff to make sure of all feedback and complains are address and recorded in the proper way
- Ensure that beneficiaries are kept fully informed of progress as per as WV Internal Standard Operating Procedure

#### **Responsible for recording, investigating and reporting all beneficiary related complaints**

- Ensure that all received complaints are registered and recorded in the complaint registration database according to the provided guidelines Lead all channels of CRM in the level of mission and provide regular updated info for each.
- Inform directly the accountability officer & coordinator in case of sensitive feedback and complain
- Ensure the confidentiality of complaints data is respected, and this information is not shared with any irrelevant staff members or external person/ organization.

#### **Responsible for information provision to targeted beneficiaries**

- Share the updated information provision materials on regular basis through the preferred methodologies to the targeted beneficiaries taking into consideration that key

information reaches beneficiaries and marginalized groups through a number of methods.

- Ensure to be informed and aware of the projects activities in order to make sure to provide accurate information (in case information is missing ask the Program Manager)

### **Ensure and provide Weekly and Monthly Report**

- Prepare and submit reports and analysis on Weekly and Monthly Report providing and including all qualitative and quantitative data collected during the month.
- Provide inputs regarding WV's communication with the beneficiaries
- Ensure proper filing of all relevant documents.

### **Other**

Carry out additional responsibilities and project's tasks as assigned by the Accountability Coordinator.

### **KNOWLEDGE/QUALIFICATIONS FOR THE ROLE:**

#### **Required Professional Experience**

Minimum one year of experience in working in a relief or development NGO in a similar job.

#### **Required Education, training, license, registration, and Certification;**

BS Degree in business administration, social works or other relevant discipline is required

#### **Preferred Knowledge and Qualifications;**

- Understands and able to apply international standards in humanitarian protection and accountability (e.g. HAP, SPHERE, Red Cross Code of Conduct, etc)
- At least one-year experience in supporting NGO accountability systems and processes
- Thorough knowledge and demonstrable experience in collecting data from communities through both qualitative and quantitative approaches.
- Expert data handling skills (classification, categorizing, tabulation etc.) and demonstrates diligence in data management
- and At least one-year experience and demonstrable knowledge of humanitarian principles, including Core Humanitarian Standard.
- Ability to work effectively under pressure
- Organization, planning, and time management skills
- Good contextual knowledge of local community and social/cultural constraints, realities and organizational relationships
- High level communications skills
- Ability to build positive relationships in a cross cultural environment
- Excellent written English, with fluency in speaking Arabic and English
- Preferred working knowledge of advanced statistical packages (SPSS etc.)

**Travel and/or Work Environment Requirement;**

The position requires allocating 70% time for the field and 30% at office level.

Position requires willingness and ability to continue to function during a crisis, including during a World Vision response to a manmade or natural disaster.

**Language Requirements;** Excellent written English, with fluency in speaking Arabic and English