

## JOB DESCRIPTION

<b>Job Title:</b> Senior Project Officer	<b>Reports to:</b> Deputy Head of Program (DHOP)
<b>Business Title:</b> Senior MEAL & Safeguarding Officer	<b>Salary Grade:</b> 8

### 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.

### CRS/Vietnam Background:

CRS has been operating in Vietnam since 1994. In partnership with Government and other organizations, CRS implements programs in 12 provinces/cities in Vietnam. The Vietnam Country Program (CP) has a diverse funding base in the sectors of Disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

### Job Summary:

The Senior MEAL and Safeguarding Officer will lead the roll-out of the partner safeguarding procedures and minimum standards to implementing partners at the CP level. As a key member of the monitoring, evaluation, accountability and learning (MEAL) team, the Senior MEAL and Safeguarding Officer will facilitate the MEAL objectives for specific project(s) or programming area(s) within the Vietnam Country Program, contributing to serving the poor and vulnerable. The Senior MEAL and Safeguarding Officer will coordinate and lead activities, as well as provide technical advice related to ensuring quality principles, standards, and MEAL policies, procedures and practices are applied within projects. His/her coordination and relationship management skills will ensure that the project for which you are responsible applies best practices and constantly works towards improving the impact of its benefits to those we serve.

### Roles and Key Responsibilities:

#### *Safeguarding*

- Act as liaison between the CP and the Regional Partner Safeguarding Advisor. Participate in learning events, community of practice and cascade experiences and lessons learnt with internal collaborators. Work with Program Managers, support with conduct mapping of implementing partners and help develop CP partner safeguarding annual workplan in collaboration with other relevant CP staff.
- Organize orientation sessions for senior partner staff on the minimum standards and assessment process and tools. Participate in the process of preparation, design, submission and approval of project concepts and full-fledged proposals related to partner and safeguarding assessments, as required.
- Coordinate and conduct partner safeguarding assessments according to the procedures
- Coordinate with other relevant CP staff and departments supporting the partner assessment process and collating their contributions. Ensure partners submit improvements plans following the outcome of their assessment as per procedure. Conduct partner follow-up visits within the required timeframe.
- Coordinate all partner safeguarding capacity strengthening activities in line with the partner's safeguarding improvement plan. This includes:
  - Support partners with relevant templates and tools
  - Organise and conduct online or face-to-face training to partners and technical

accompaniment on relevant minimum standards (as per training materials and guidance provided by the Ethics Unit)

- Coordinate technical support of other CP staff and departments (e.g. Investigation Focal Point, HR, MEAL, HRD) to partners
- In consultation with the Senior Management Team (SMT), work to contextualize partner safeguarding training materials and tools provided by the Ethics Unit.
- Coordinate, conduct and communicate the re-assessments of partners as per the Partner Safeguarding Procedure
- Ensure that documentation from the assessments, re-assessments and follow-up visits are safely stored in the office and relevant documents are uploaded onto Gateway

#### **Coordination and communication at CP level**

- Be the first point of contact for partners in relation to the partner safeguarding procedures and provide partners with appropriate information and technical resources
- Be the first point of contact for CP staff in relation to the partner safeguarding procedures and other partner safeguarding requests and questions
- Ensure the coordination of all partner safeguarding activities with other CP staff involved in partner capacity building activities or assessments, including SRFMP and HOCAI

#### **MEAL**

- Organize and lead the implementation of all assigned MEAL activities as outlined in the detailed implementation plan in line with CRS program quality principles and standards, donor requirements, and good practices.
- Ensure learning properly accompanies project MEAL activities throughout the project cycle. Support accountability through coordinating project evaluation activities and guiding partners in their efforts to reflect on project experiences. Analyze implementation challenges and report any inconsistencies and/or gaps to inform adjustments to plans and implementation schedules.
- Supervise and perform ad-hoc inspections of various MEAL processes and products within the project to ensure timely MEAL implementation and adherence to established MEAL policy and process standards and procedures.
- Support and coordinate MEAL capacity building and technical support activities to CRS staff and partners.
- Ensure planning for and quality of MEAL processes including project monitoring (data collection, data entry, data cleaning and reporting), evaluation, accountability and learning.
- Coordinate compliance with agency policies, procedures and other related requirements through periodic systems checks, review and assessment of operations policies and procedures
- Support regular field monitoring and supervision to project implementation sites in order to provide technical support, program performance monitoring and ensure effective feedback, complaint, response mechanism (FCRM) and follow up
- Ensure project documentation for assigned MEAL activities is complete with all required documents and is filed per agency and donor requirements. Assist with preparation of trends analysis reports and documentation of case studies and promising practices

#### **Basic Qualifications**

- Bachelor's Degree required. Degree in Social Science or in the field of MEAL would be a plus.
- Minimum of 4 years of work experience in project support, ideally in the field of MEAL and for an NGO and USAID funded projects.
- Minimum of 1 years of experience in designing and conducting trainings and/or implementing partnership capacity strengthening initiatives
- Additional experience may substitute for some education.

***Required Languages*** - Fluency in Vietnamese and strong English (speaking, reading and writing) required.

**Travel** - Must be willing and able to travel up to 40%.

### **Preferred Qualifications**

- Experience in leading M&E for development or humanitarian projects.
- Previous experience in the field of protection or safeguarding
- Experience working with partners, participatory action planning and community engagement.
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint).
- Proficiency with statistical packages such as CommCare, Power BI, Stata, YouTrack etc a plus.
- Staff supervision experience a plus.

### **Knowledge, Skills and Abilities**

- Analysis and problem-solving skills with ability to make sound judgment
- Good relationship management skills and the ability to work closely with local partners
- Proactive, results-oriented and service-oriented
- Attention to details, accuracy and timeliness in executing assigned responsibilities
- Demonstrated skills and knowledge in quantitative and qualitative data analysis and interpretation.

### **Agency REDI Competencies (for all CRS Staff)**

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. 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.

- Personal Accountability – consistently takes responsibilities for one’s own actions.
- Acts with Integrity - consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust - shows consistency between words and actions.
- Collaborates with Others – works effectively in intercultural and diverse teams.
- Open to Learn – seeks out experiences that may change perspective or provide an opportunity to learn new things.

Agency Leadership Competencies:

- Lead Change – continually looks for ways to improve the agency through a culture of agility, openness, and innovation.
- Develops and Recognizes Others – builds the capacity of staff to reach their full potential and enhance team and agency performance.
- Strategic Mindset – understands role in translating, communicating, and implementing agency strategy and team principles.

### **MEAL Competencies (for CRS MEAL Program Staff)**

Each staff member in this position is expected to have *solid knowledge and ability* and *can apply the following competencies with minimal or no guidance, in the full range of typical situations*, while requiring guidance to handle novel or more complex situations

- Monitoring
- Accountability
- Evaluation
- Learning
- Analysis and Critical Thinking

### **Supervisory Responsibilities**

MEAL officer

**Key Working Relationships:**

**Internal**

Project, Finance, Procurement and HR teams as relevant to project  
Program managers, MEAL Officers, Deputy Head of Program, Head of Programs, Regional Technical Advisors, MEAL RTA, Regional Partner Safeguarding Advisor

**External**

Donor and partner organizations

*\*\*\*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 and does not discriminate on the basis of ethnicity, religion, sex, national origin, disability, or HIV/AIDs.**

**Application requirements**

Individuals interested in this job are invited to submit your applications via email to Catholic Relief Services at: [recruitment.vietnam@crs.org](mailto:recruitment.vietnam@crs.org)

Applications in English should include:

- i) Cover letter;
- ii) CVs demonstrating relevant capacity and experience.

Deadline for submission: September 30, 2024