

JOB DESCRIPTION

Job Title: Project MEAL Manager	Reports to: Deputy Head of Program
Department: Monitoring, Evaluation, Accountability and Learning (MEAL)	Salary Grade: 9
Location: Ha Noi	

About CRS

Catholic Relief Services (CRS) 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 11 provinces/cities in Vietnam. The Vietnam Country Program has a diverse funding base in the sectors of Disability Inclusion, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

Project Summary

CRS is implementing the Inclusion IIIb project to improve the quality of life of persons with disabilities, including persons with severe physical mobility, cognitive, or developmental disabilities that may be related to the use of Agent Orange and exposure to dioxin in Binh Phuoc, Dong Nai provinces. In this USAID-funded proposal, CRS, as a prime, partners with implementing sub-recipients.

Job Summary

You will manage, coordinate, and monitor project monitoring, evaluation, accountability and learning (MEAL) activities and relationship with sub-recipients and other project stakeholders to assist the achievement of the Inclusion IIIb’s Project’s Objectives of advancing CRS’s work serving the poor and vulnerable. Your MEAL-related management skills and knowledge will ensure that the Country Program delivers high-quality programming and continuously works towards improving the impact of the project.

Roles and Key Responsibilities

- Lead MEAL technical, monitoring, and reporting activities throughout all relevant project cycles- implementation and close-out – in line with CRS program quality principles and standards, MEAL policies, procedures and practices, donor MEAL guidelines, and industry good practices. Ensure project team and partner staff use the appropriate systems and tools.
- Lead the annual review and update of the Activity Monitoring, Evaluation, and Learning Plan (AMELP) to ensure it accurately reflects the Activity’s interventions and objectives
- Work closely with sub-awardees’/implementing partners’ MEAL staff to coordinate the implementation of monitoring activities and processes (including ICT4MEAL) according to the project’s Detailed Implementation Plan and MEAL system. Support the analysis of project

performance data using differential and inferential statistics (quantitative data), and content and trends analysis (qualitative data). Ensure the quality of monitoring data through annual data quality assessments.

- Ensure learning properly accompanies project activities throughout the project cycle. Support accountability through coordinating project evaluation activities and assuring the quality of evaluation data through good data management as per MEAL Policy. Proactively identify issues, appropriately document and work with the project team on how to address and respond accordingly
- Support the implementation of the Feedback, Complaints, and Response Mechanism (FCRM) and other accountability activities for the project, and the proactively collecting and responding to feedback from the target communities and other stakeholders.
- Engage and strengthen partner capacity related to MEAL in the project through appropriately applying partnership concepts, tools, and approaches. Identify MEAL-related capacity needs and technical assistance needs of the implementing partners and contribute to capacity strengthening and required interventions to support quality project implementation
- Assist with preparation of trends analysis reports and disseminate results. Review the project documentation to ensure the project file is complete with all required MEAL documentation and is filed per agency and donor requirements.
- Effectively manage talent and supervise. Manage team dynamics and staff well-being. Provide coaching. Strategically tailor individual development plans and complete performance assessments for direct reports. Contribute to the development of staffing plans and the recruitment process of senior staff.

Basic Qualifications

- Master's Degree in Social Science, Public Health or a related field.
- At least three years of M&E experience; 5 years of experience preferred
- Additional experience may substitute for some education.

Preferred Qualifications

- Experience with coordinating or managing moderately projects involved by many different sub-recipients.
- Experience working on disability or health programs.
- Project grant management experience, preferably for grants from multiple public donors, including USAID
- MEAL skills and experience with USAID-funded projects.
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint), software platforms for data capture such as CommCare, data visualization platform such as PowerBI or Web Conferencing Applications, information management systems.

Knowledge, Skills and Abilities

- Strong critical thinking and creative problem-solving skills with ability to make sound judgment.
- Strong relationship management skills and the ability to work effectively with culturally diverse groups.



- Strong written and verbal communication skills with ability to write reports
- Proactive, results-oriented, and service-oriented

Required Languages - English

Travel - Must be willing and able to travel up to 35 %.

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.

Supervisory Responsibilities: Direct supervision of a project MEAL officer.

Key Working Relationships:

Internal: Inclusion IIIb Chief of Party, Country Manager, Program Managers, Project staff.

External: Donor, implementing partners, consultants

****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 prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

CRS is an Equal Opportunity Employer and does not discriminate on the basis of ethnicity, religion, sex, national origin, disability, or HIV/AIDs.

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

Applications in English should include:

- i) Curriculum Vitae with name and contact information of three references
- ii) Application Letter
- iii) Copies of degrees, certificates

Deadline for submission: **November 21, 2024**

Please submit your application as soon as possible. We review applications on a rolling basis and may make decisions before the deadline.