



CRS JOB DESCRIPTION

Job Title: Safeguarding Senior Project Officer	Reports To: Country Manager
Department: Operations	Salary Grade: 8
Country Program: Vietnam	Location: Hanoi, Vietnam

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 120 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.

Vietnam Background

CRS has been operating in Vietnam since 1994. In partnership with Government and other organizations, CRS implements programs in 13 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 Safeguarding Senior Project Officer (SPO) is responsible in providing tools and technical support to the Country Program to effectively implement CRS' Safeguarding Policy and ensure protection mainstreaming across programming. The Safeguarding SPO, with the Operations Manager, will support the partner safeguarding procedures and minimum standards to implementing partners at the CP level. In coordination with the Deputy Head of Programs and Head of Programs, the SPO will ensure safeguarding program quality standards and safeguarding-related MEAL policies and procedures are effectively met and exceeded, and that protection mainstreaming guidelines are adhered to in both relief and development programming. The Safeguarding SPO will receive guidance, technical support and capacity building from the Ethics Unit's Global Safeguarding Advisors, Humanitarian Response Department (HRD) Safe & Dignified Programming Advisors, and other Regional and Global Technical Advisors (Gender, Social Inclusion, Disability, etc), as pertinent.

This role will be dedicated 50% to Partner Safeguarding and 50% LOE to project-level safeguarding and protection support. The Safeguarding SPO will report to the CRS/Vietnam Country Manager.

Roles and Key Responsibilities

Project-Level Safeguarding

- Working the Senior Management Team (SMT), the SPO will lead the implementation of CRS' Safeguarding Policy at the Country Program (CP) level to identify and action internal safeguarding priorities and capacity building opportunities, including but not limited to CP

Safeguarding Checklist & Action Plan, Legal Analysis, and CP-level Safeguarding Risk Assessment.

- Maintains regular reports on the agency and CP safeguarding and Safe and Dignified Programming (SDP) efforts, lessons learned, and best practices; and ensure safeguarding and protection mainstreaming are regular agenda items in leadership and staff meetings.
- Ensure Essential Service Mapping / referral pathways (across CP and project-level) are kept up to date and reviewed on an annual basis.
- In coordination with the respective units, serve as the focal point for the Feedback, Complaints and Response Mechanisms (FCRMs), ensuring they are functional, safe, accessible, and effective for communities, and especially, vulnerable and marginalized populations while ensuring compliance with the data protection requirements and national policies. As the FCRM focal point, the SPO will: i) provide orientation to CRS staff on FCRM system; ii) manage the feedback database in YouTrack; iii) prepare FCRM trend analysis and dashboard.
- Serve as a reporting channel to receive safeguarding allegations from colleagues and associates, and log these into EthicsPoint.
- Triage initial safeguarding or protection related concerns or queries from colleagues and help ensure survivors receive immediate support and/or appropriate referrals following disclosure.
- Plan and facilitate safeguarding and protection risk assessments and mitigation planning for projects in the design phase, ensuring adherence to the Safeguarding Risk Management Policy and Procedure and SDP tools.
- Train project staff on identifying, receiving, and escalating safeguarding and protection reports, suspicions, and concerns, with support from the Operations Manager.
- Participate in and contribute to in-country PSEA/Protection/GBV networks and cluster forums and ensure Country Program staff and programs are kept abreast of global and local initiatives and resources.

Partner Safeguarding

- Serve as a 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.
- Coordinate with relevant CP staff and departments to support the partner assessment process and collating their contributions, ensuring necessary actions and needs are carried out within required timeframe.
- In consultation with the Senior Management Team (SMT), work to contextualize partner safeguarding training materials and tools provided by the Ethics Unit and follow-up with partners for the progress reports on each Minimum Standards of partners as per the Partner Safeguarding Procedure.

Basic Qualifications

- Bachelor's Degree required in relevant field of study Law, Gender, International Development, Social Work, Psychology.

- Minimum of 3 years' experience in the humanitarian or development sector, with minimum one year of relevant work experience in safeguarding, protection, gender, monitoring and evaluation, ideally for an NGO.
- Additional experience may substitute for some education.
- Experience working with partners, participatory action planning and community engagement.
- Experience creating and rolling out culturally sensitive training and capacity-building programs, materials, and communications.

Knowledge, Skills and Abilities

- Solid organizational/time management skills: the ability to be flexible and work well under pressure in a fast-paced multi-tasking team environment.
- Strong analytical and report building skills; strong computer skills including facility with standard desktop applications.
- Humble and approachable; a problem solver who seeks to find constructive solutions within compliance and policy requirements.
- Ability to develop integrated plans that propel initiatives forward and identify ways in which to work collaboratively across departments.
- Ability to communicate in a timely manner to enable others to plan accordingly.
- Ability to assess, organize and interpret information to draw reasonable conclusions.
- Ability to easily collaborate with others, and influence without formal authority, working towards common goals and objectives.
- Ability to explain ideas and processes clearly and address sensitive subject matters. Ability to facilitate discussions with various levels of staff.
- Personal and professional commitment to treat all people with fairness, honesty, dignity and respect.
- Demonstrates gender-positive, disability-positive, and survivor-positive attitudes.
- Knowledge of industry safeguarding/sexual exploitation and abuse principles and standards.

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

Travel - 30% in-country travel

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.

Supervisory responsibilities - N/A

Key Working Relationships:

- **Internal – CP:** Senior Management Team; Program Managers, Safeguarding Focal Points; MEAL Unit
- **Internal – Regional & Global:** Regional Technical Advisors, Global Safeguarding Advisor; Humanitarian Response Department (HRD) Advisors;
- **External:** Local implementing partners; NGO and UN Safeguarding Staff; Donor Safeguarding and SDP Representatives; local PSEA Networks

**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. Persons with disabilities are encouraged to apply.

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;

Applications in English should include:

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

Deadline for submission: **December 31, 2024**