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 Approved by
 08 OCT 2024
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 MINISTRY OF LABOR
 REPUBLIC OF SOUTH SUDAN

JOB ADVERTISEMENT

Position	Roving MEAL Officer
Reports to	MEAL Coordinator
People under Supervision	MEAL Assistants and data collection Volunteers
Other staff interactions	Closely cooperates with all the staff
Department	MEAL
Deadline	22nd October 2024
Duty station:	Juba with frequent travels to PAH field locations in Pibor, Nasir and in other counties of PAH intervention locations

RESPONSIBILITIES

PAH has been working in South Sudan since 2006 as one of the first NGOs established in Jonglei State. We are a small team of committed individuals aiming at delivering tangible and sustainable change in the largest, most populous and most conflicted state of South Sudan. We are needs and community based, hence aside drilling and repairing boreholes, developing accompanying O&M structures and innovative approaches to sanitation and hygiene promotion, we have also been developing our emergency response capacity. Our Emergency Response Team (ERT) mainly reacts to WASH and NFI needs of populations affected by conflicts and natural disasters, which have been on the increase for the past three years. Thanks to the expertise gathered over the years, we were also appointed to lead S/NFI Cluster in the Jonglei state. In South Sudan PAH is active in the sectors of WASH, S/NFI, Protection, Education and FSL.

Main Objective of the Position: Working closely with PAH MEAL Coordinator, the principal objective of the MEAL Officer's role is to ensure monitoring, evaluation, accountability and learning functions are executed. He/she will ensure timely collection and analysis of data to assure support to the program team for their improvement by providing reliable field information on the quality of implementation for coordination and management decision making. He/she regularly support the program staff in the implementation of MEAL processes and providing inputs to project proposals and report writing as well as train field team on MEAL tools including Kobo/mobile based data collection system, complaints/feedback mechanisms, reporting procedures and other MEAL processes; actively participate in project baseline and end-line data collection. The MEAL Officer ensures that PAH team undertakes routine continuous quality improvement and have a user-friendly responsive mechanism for collecting, tracking and responding to feedback and complaints from project stakeholders.

Position Duration and Phases: The incumbent for this position will initially be contracted for 4 months to support the start of the project, specifically during the baseline survey phase. Following this period, there will be a break in the contract. The incumbent will then be re-engaged for an additional 3 months towards the project's closure to assist the MEAL Coordinator with end-line monitoring and evaluation activities.



Dimensions: The Roving MEAL officer will **40%** be based in PAH Country office in Juba and **60%** field travels to PAH field locations in Pibor, Nasir and in other counties of PAH intervention locations.

Main Responsibilities

Key areas of Accountability include (but not limited)

Program Support, Monitoring, data collection and Reporting

- Ensures that the MEAL Framework is implemented as per PAH MEAL guidelines
- Conduct data collection in the field and execute the methodologies provided by the MEAL Coordinator including desk review (review of related literatures).
- Participate and contribute to the design/review of MEAL plan to include log frame, indicator performance tracking table and activity tracking table.
- Support in the developing of MEAL plan for each project in close coordination with MEAL coordinator.
- Ensures transparent, accurate and timely data collection for the purposes of baseline study, real-time evaluation and post-intervention/ post-distribution monitoring. It involves: field visits to project locations; conducting training for locally hired enumerators; application of different data collection tools as well as collecting GPS and photographic data from the field.
- Provide data to the Monitoring Team Leader timely at the end of each assignment, and support MT Leader and MEAL Coordinator in data analysis and reporting as required.
- Ensures timely data analysis and preparation of monitoring report according to PAH procedures and standards.
- Support MEAL Coordinator in analyzing existing tools and procedures and developing new tools for needs assessment, baseline survey, monitoring and evaluation.
- Ensure preparation of the Terms of Reference for any MEAL field visit and as well contribute to the preparation of ToR for external evaluator as required and ensure support to external evaluator.
- Support the program staff on need assessment (Work on tools for needs assessments under the guidance of MEAL Coordinator).

Complaint Response and Feedback Mechanism (CRFM)

- Closely working with program staffs, the MEAL Officer is responsible for promoting awareness of the CRFM among the beneficiaries, communities and all relevant stakeholders through targeted communication and outreach activities.
- Support the MEAL Coordinator in developing and implementing a user-friendly and responsive Complaint Response and Feedback Mechanism to ensure beneficiaries and other key stakeholders can raise concerns, provide feedback and seek assistance.
- Receive and document complaints and feedbacks through various channels including hotlines, complaint forms, suggestion boxes, community meetings and other online platforms based on the applicability of the context.
- Promptly and impartially investigate complaints to identify root causes and gathering relevant information from all parties involved.
- In close collaboration with the relevant staff, departments and partners, MEAL officer is responsible to effectively address the complaints and timely give responses and solutions to complaint raised by complainants.



- Compile and analyze data on the complaints, feedback trends and resolution outcomes to identify areas of improvement and to inform programmatic decision-making processes.

Lessons Learned

- Lead learning sessions with beneficiaries and staff on lesson learnt during monitoring including presentation on the results of beneficiary feedback.
- Actively participate on project kick off meetings and other project review meetings and ensure appropriate lessons learned are shared and action points agreed upon are followed.
- Conduct capacity building sessions to key program/project stakeholders on MEAL aspects

Others

- Represent PAH in relevant coordination forums including participation in MEAL technical working groups (TWoGs) meetings, workshops and other initiatives at the national, state and County level, in the absence of the MEAL Coordinator.
- In close coordination and approval of the relevant departments and Project Coordinators, he/she must comply with project and PAH organizational policies concerning security, human resources, financial and grant management, logistical procedures and standards as well as confidentiality and data protection policy.
- In close coordination with the program field team, establish and maintain good working relationships with local authorities both at state and County level and other humanitarian actors.
- In close coordination with MEAL Coordinator, the MEAL officer promotes and encourages a culture of compliance and ethics in his/her MEAL work throughout PAH.
- Perform any other duties as may be assigned by direct supervisor/Manager.

EXPERIENCE AND QUALIFICATION

Essential

A university degree preferably in Public Health, Statistics, Economics, M&E, Social Sciences, or other relevant discipline.

- At least 3 years of practical field-based experience in MEAL in field of humanitarian/development, preferably in either WASH, nutrition, food security and livelihood and protection projects.
- Demonstrate ability to develop log-frame, MEAL plan and tools.
- Demonstrate experience in research, data collection, reporting writing and data analysis.
- Excellent experience in MS soft office (word, excel, PowerPoint etc.) and knowledge of advanced research methods and statistical analysis like (SPSS, Stata) and advanced skills in Excel spreadsheet.
- Demonstrate knowledge and experience in electronic or mobile data collection using kobo collect.
- Demonstrate experience in capacity building, project design and budget management
- Strong understanding of South Sudan operational context
- Experience in working with and coordinating with the GOSS and other stakeholders
- Strong interpersonal, intercultural and communication skills
- Excellent analytical and written skills, and good computer skills
- Fluency in English and Arabic, with strong English writing skills



- Ability to find solutions to complex problems in a challenging environment
- Excellent planning and organizational skills
- Excellent written and spoken English and Arabic communication skills
- Flexible, ability to work both as an individual and as a team member and under stress in what can be a harsh environment.

Desirable:

- Experience in development and design of tools and initiatives which promote accountability to beneficiaries and beneficiary feedback
- A broad range of experience including logistics, HR and finance
- Ability to work within different cultural contexts requiring cultural sensitivity
- Transparent and accountable
- Handling insecure environments
- Demonstrates knowledge and skills in gender and protection mainstreaming.
- Demonstrates safeguarding and informs transparent decision-making.
- Experience from working in complex and volatile contexts

Application Submission Criteria:

Please send a covering letter outlining how your skills and experience meet the Person Specification along with your CV to Human Resources at recruitment.ssud@pah.org.pl or submit your application to **PAH Compound South Sudan Mission** near Nile Fortune Hotel; Tomping, Juba - South Sudan.

- Please indicate the position you are applying for in the subject line i.e. ***“Application for the position of “MEAL Officer”***
- We appreciate your application however; only short-listed candidates will be contacted. If you have not been contacted after the closing date, we regret that your application has been unsuccessful.

