

**JOB DESCRIPTION**

**Position: Programme Assistant, Community Feedback Mechanism**

**Responsible to: Programme Officer, Conflict and Peacebuilding**

**Location: Gashua, Yobe**

**Grade: 5**

**Line Management: None**

**Job Purpose:**

The post holder will support the implementation and management of an effective Complaints and Feedback Mechanism (CFM) within the project areas. This role ensures that affected populations have access to safe, confidential, and accessible channels through which they can raise concerns, complaints, and feedback regarding project activities and service delivery. Working under the supervision of the team lead.

S/he will coordinate closely with program teams and other stakeholders to ensure the integrity of information received, timely referral and resolution of issues, and that community voices inform and improve programming.

**Key Responsibilities**

**A. Complaints and Feedback Management**

* Receive, document, and manage complaints and feedback from community members regarding project activities using established channels such as MODA and SUGAR CRM platforms.
* Ensure timely and accurate logging of complaints and feedback in the CRM database, categorizing issues based on urgency, sensitivity, and thematic area.
* Ensure strict confidentiality and protection of sensitive information throughout the feedback process in accordance with data protection and safeguarding standards.

**B. System Development and Coordination**

* Support the roll-out of Standard Operating Procedures (SOPs) for complaint management to ensure consistent application of policies and prompt action such as Community Complaints Management Committees
* Work with community stakeholders to strengthen awareness and trust in the CFM, ensuring accessibility and inclusiveness for women, children, persons with disabilities, and other vulnerable groups.

**C. Data Management and Reporting**

* Maintain and update the CRM database to ensure completeness, accuracy, and integrity of recorded complaints and responses.
* Aggregate complaint trends and feedback issues, producing monthly and quarterly analytical reports to guide program improvements and strategic planning.
* Contribute to internal learning by documenting recurring complaints, community concerns, and examples of positive feedback.

**D. Accountability and Learning**

* Provide regular feedback to complainants, ensuring they are informed about the status and outcome of their complaints in a transparent and respectful manner.
* Follow up with program teams and operations units to ensure swift and effective responses to issues raised by the community.
* Participate in periodic reviews of the CFM to assess its effectiveness and recommend areas for improvement based on feedback trends.

**E. Community Engagement and Awareness**

* Conduct awareness sessions with community members on their rights to access information, express concerns, and provide feedback on the services they receive.
* Support staff and field teams to understand their roles and responsibilities in promoting accountability to affected populations.
* Work closely with community focal points and leaders to encourage participation in feedback systems and facilitate inclusive dialogue.

**F. Referrals and Protection Support**

* Assist individuals with accessing relevant services by facilitating timely and appropriate referrals to protection, health, nutrition, and other service providers.
* Ensure that all referrals are documented, tracked, and followed up to confirm services were received and beneficiary needs addressed.

**G. Support to Monitoring and Evaluation**

* Assist the MEAL team in data collection processes for assessments, surveys, and evaluations related to accountability and community engagement.
* Contribute to the identification of success stories and case studies that reflect the impact of the feedback mechanism and community participation.
* Ensure that all documents, reports, and data related to complaints and feedback are handled with a high level of confidentiality and stored securely.
* Uphold ethical standards and safeguarding principles in all interactions with community members and during information handling.

**Key Working Relationships**

**Internal Relationships:** EntireAAN team

**External Relationships:** Communities and other stakeholders

**Persons Specifications**

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| **Attributes/Skills** | **Essential**  | **Desirable** |
| **Education/****Qualifications** | * Minimum of National Diploma in Social Sciences/ Art or related field.
 | * Membership of relevant professional bodies and agencies
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| **Experience**  | * Minimum of two (2) years’ experience working in humanitarian responses context with a strong focus on both quantitative and qualitative research methodologies.
* Experience in organizing and managing community events.
* Previous experience in Third Party Monitoring (TPM).
* Proven ability to interact with community members, leaders, and partners.
* Background in addressing community concerns and resolving issues effectively.
* Experience using ODK for quantitative data collection.
 | * Related experience on WFP funded project

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| **Skill Abilities** | * Strong skills with the Microsoft Office Suite (Word, Excel, PowerPoint), Google Drive, and other cloud-based software tools
* Positive attitude and willingness to learn.
* Excellent communication and time management skills.
* Ability to operate in a cross-cultural environment requiring flexibility
* Fluency in written and spoken fluency in English is a must; additional fluency in Hausa is preferred
* Ability to work independently.
* Willing to work in security-prone areas
* Internal and External Relations
* Proven strong and charismatic management and leadership skills and experience.
* Excellent strategic planning skills
* Tact and diplomacy
* Appreciation for confidentiality
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| **Personal Qualities** | * Excellent knowledge on the management key stakeholders and community mobilisation.
* Ability to work under pressure in a multicultural and complex environment.
* A strong commitment to poverty reduction, accountability and good governance works.
* A team player.
* An appreciation of the need for innovative ways of learning and knowledge development.
* Excellent interpersonal skills.
* Flexibility to travel.
* Willing to work additional hours at crucial times.
* Self-motivated person able to work without close supervision.
* Effectively promote AAN’s mission, values and objectives
* Able to work effectively in a diverse team environment.
* Able to work accurately, with attention to details
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**Signed by:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Programme Assistant, Community Feedback Mechanism**

**Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Humanitarian and Resilience Specialist**