

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

**Responsible to: Protection Officer, Bade and Shani**

**Location: Bade-Yobe (2), Shani -Borno (4)**

**Line Management: N/A**

**Grade: 5**

**Job Purpose**

The post holder will support the Protection Officer in working with programme staffs and beneficiaries to develop structure and methods for managing the complaints and feedback in the field as well as maintaining the integrity of information received.

**Specific Responsibilities**

* + Receive, record, and manage complaints and feedback from the communities on project activities and programming through AAN established channels.
  + Work with program staff and beneficiaries to develop structure and methods for managing the complaints and feedback in the field as well as maintaining the integrity of information received. Ensure accurate recording of all the data related to the beneficiary.
  + Build staff awareness and commitment to a complaints mechanism, ensuring that all SOPs and IMC core policies are respected.
  + Manage CRM database by ensuring proper documentation and aggregation of CRM data including complaints received, investigated and responded to as well as provide detailed summaries of complaints issues to feedback to the program team at monthly and quarterly meetings/reports.
  + Ensure the collection of quality complain and feedback across the response.
  + Interface and support programme team members, programme coordination and policy engagement.
  + Assist in programme updates for the response management and internal information sharing.
  + Assist persons of concern with timely referrals and follow up to ensure they receive appropriate assistance and in a timely manner.
  + Assist Protection Officer with data collection processes as needed.
  + Assist with implementation of programme evaluations (data collection)
  + Assist in handling, documenting confidentiality and security of all informational resource related to feedback and complaints from beneficiaries
  + Support Complaints and Feedback Mechanism, including communicating responses to complainants; liaise with programmes and operations to ensure prompt follow-up on feedback on complaints received.
  + Work with field teams to collect information on potential case studies and success stories.
  + Other duties as directed by line manager

**Internal Relationships:** Entire AAN staff

**External Relationships:** Communities and other stakeholders

**Persons Specifications**

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| **Attributes/Skills** | **Essential** | **Desirable** |
| **Education/**  **Qualifications** | * At least National diploma in social sciences or arts/humanities | * Membership of relevant professional bodies and agencies |
| **Experience** | * Minimum of 2 years’ related experience * Experience in implementation of accountability and complaints reporting mechanisms in Nigeria | * Related experience on WFP funded project |
| **Skill Abilities** | * Strong communication and writing skills * Excellent report-writing skills * Confidentiality * Highly numerate * Negotiation skills * Research and analytical skills * Excellent strategic planning skills * Demonstrable IT skills * Tact and diplomacy * Demonstrated ability to work effectively with senior political, community, and civic leaders as well as members of the donor and diplomatic community * Excellent interpersonal skills |  |
| **Personal Qualities** | * A strong commitment to poverty reduction, accountability and good governance works * A team player * A strong commitment to human rights and socio- economic justice and proven track record in exercising human rights * An appreciation of the need for innovative ways of learning and knowledge development * Flexibility to travel * Willing to work additional hours at crucial times * Self-motivated person able to work without close supervision * Able to work effectively in a diverse team environment * Able to work accurately, with attention to details * Effectively promote AAN’s mission, values and objectives |  |

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

**Programme Assistant, CFM**

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

**Protection Officer – Bade/Shani**