



## The Lutheran World Federation Myanmar Program

### JOB Announcement

**Position title:** Complaint Response Mechanism Assistant  
**Responsibility level:** Grade 3  
**Report to:** Complaint Response Mechanism Officer  
**Duty station:** Sittwe, Rakhine State  
**No of Persons:** One

### **Background**

*LWF proactively works with partners to address displacement, poverty, and injustice, including promotion of gender equality and climate resilience*

The Lutheran World Federation (LWF) Myanmar is an international non-governmental organization serving the people of Myanmar since 2008. We are a rights-based humanitarian and development organization. Therefore, at the center of everything we do are the people involved in and affected by our work: internally displaced persons, returnees, host communities, the poor, and marginalized populations. LWF Myanmar engages with and supports duty bearers while empowering partner individuals, households, and community development organizations to claim their rights. Within the present LWF Myanmar Strategy 2019-2024, our work spans the realms of humanitarian assistance, recovery, and long-term development, building upon three interrelated programmatic areas: Livelihoods; Quality services; and Protection and social cohesion.

### **Job summary**

LWF commenced its humanitarian assistance to Internally Displaced People (IDP) of the Rakhaine State from 2013. Since then, it is extending its supports to people of Rakhaine through humanitarian and development projects. LWF Sittwe Office is a field office of LWF Myanmar with an opus of diverse aptitude of staffs as well as nature and stage of projects. Apparently, it is expected that the knowledge, virtue and skill of each staff will enrich the organizational learning environment and benefit individual staff as well as organization

The role of the Complaint Response Mechanism Assistant (CRMA) is entrusted with the responsibility to understand essence of Accountability and Complaint Response Mechanism and promote governance, accountability and transparency in the assigned camps. The CRMA shall perform his/her duties to implement **“Protection and support to communities affected by displacement in central Rakhine State”** project within the framework of Project Partnership Agreement between LWF and UNHCR. The CRMA is expected to ensure LWF Myanmar's consistency and coherence in his/her works, and promotes institutional learning and synergy. S/he is directly responsible with CRMO. The CRMA is assigned to the camps as CRM focal person based in Sittwe, Hence, s/he shall be visited in the sites as required by approved plan.

## Main responsibilities

| Areas of responsibility   | Performance expectations   |
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| Project sector leadership and management to ensure smooth day to day implementation and operations. | <ul style="list-style-type: none"> <li>• Familiarize him/her with and work in accordance with the mission, vision, over all goals, objectives, policies and guidelines of The Lutheran World Federation.</li> <li>• Familiarize with Core Humanitarian Standards, global CCCM guidelines and IASC guidelines.</li> <li>• Fulfills any other responsibilities as assigned by the CRMO.</li> <li>• Represent LWF in stakeholder meetings as assigned by CRMO.</li> <li>• Be responsible for overall complaint response system in the assigned sites.</li> </ul>  |
| Awareness and education on CRM  | <ul style="list-style-type: none"> <li>• Aware community facilitators, social groups, SMC and displaced people on the complaint response mechanism.</li> <li>• Aware to community on CRM through home visit, site meeting and other popular methodology.</li> <li>• Be familiar with kobo and another program as needed.</li> <li>• Collect relevant IEC materials and disseminate to the community.</li> <li>• Aware to community regarding services available in the camp and prepare referral chart.</li> </ul>   |
| Ensure access of the people of concern's and staff to CRM   | <ul style="list-style-type: none"> <li>• Work closely with Community Facilitators and Project Officer to collect complaint</li> <li>• Strengthen safe space to lodge complaint by people of concerns in assigned camp in consultation with CRMO.</li> <li>• Provide hot line number and other communication channel in consultation with CRMO to lodge the complaint in agreed format.</li> <li>• Ensure dignity, consent and confidentiality of each complainant in the CRM process.</li> <li>• Visit home in random basis not as serial basis but keep in mind not to repeat the house/room every month.</li> </ul>  |
| Project planning, monitoring and reporting.   | <ul style="list-style-type: none"> <li>• Prepare monthly plan in line with approved plan with CRMO.</li> <li>• Collect information on regular services and inform to CFs/SMCs to communicate with community.</li> <li>• Participate in Site Management Committee Meeting and explain on the CRM and its system.</li> <li>• Support to CRMO to investigate the case as and when necessary.</li> <li>• Promote and strengthen communication with community.</li> <li>• Download all the complaints, clear data and submit to CRMO.</li> <li>• Ensures the planning, implementation, monitoring and evaluation of the accountability and CRM program in assigned camp.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Ensures incident report, monthly reports, activity completion report, and any other reports are of good quality, accurate, representative and timely.</li> <li>• Carryout any other task related to project assigned by your supervisor.</li> </ul>   |
| Financial, procurement and administrative management | <ul style="list-style-type: none"> <li>• S/he shall responsible to ensure all expenses in respective camp are in line with the approved budget and takes necessary and timely actions in consultation with CRM Officer.</li> <li>• Follow LWF financial policy and settle advance on time.</li> <li>• S/he is also responsible for producing a timely requisition forms with proper specification to maintain quality procurement.</li> <li>• Ensures any LWF Myanmar property is used for the benefit of organization and the people served.</li> </ul> |
| Networking and Coordination                          | <ul style="list-style-type: none"> <li>• Be LWF Focal person for assigned sites.</li> <li>• Develop a stakeholder matrix with full contact list for necessary communication.</li> <li>• Work closely with other sector of LWF to enhance CRM in assigned sites.</li> </ul>   |

### **Level of Responsibility and Authority**

This position is classified at Grade 3 in the LWF Myanmar grading system.

### **Qualifications and Experience**

- Bachelor's degree in any discipline or Proficiency Certificate with 3 years' experience.
- Excellent command of English and Myanmar language
- Excellent on rapport building, information collection and analysing skills and questioning and investigation interest.
- Good knowledge on governance, accountability and complaint and feedback.

### **Competencies**

- Strong interpersonal communication and facilitation skills, both oral and written
- Previous work and a sound understanding of field of accountability and CRM.
- Ability to defend and explain difficult and complex issues to a diverse range of stakeholders
- Ability to establish, good working relationship with a diversity of stakeholders
- Sensitivity to culture, gender and local environment
- Willingness to undertake regular field visits in LWF Project Areas.

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LWF Myanmar has immediate vacancy for this position. Therefore, Myanmar citizens fulfilling the above requirements are requested to submit an application letter, full CV, copy of NRC, a recent photo, name and contact details of 3 references (one reference must be from current employer), your email and / or telephone number and address. Applications not containing these documents will not be shortlisted.

Lutheran World Federation is an equal opportunity organization, and qualified women are encouraged to apply.

For detailed information of LWF Myanmar Program, please visit <https://myanmar.lutheranworld.org>

Applications can be submitted via email to [hr.myanmar@lutheranworld.org](mailto:hr.myanmar@lutheranworld.org) or at any one of the following Lutheran World Federation Myanmar offices.

1) LWF- Yangon Office

No.11, Kan Street, (6) Ward, Hlaing Township, Yangon.

2) LWF– Sittwe Office

House No.278, Thit Sar Street, North San Pya Ward, Pyi Taw Tar Quarter, Sittwe, Rakhine State, Myanmar.

3) LWF – Chin Office

No.552, Tha Khin Aung Min Street, West Ward, Mindat Township.

4) LWF – Kayin Office

No. 6/833, Corner of Sein Si Mya Street and Hpa Yar Street, 6 Ward, Hpa An Township.

5) LWF– Ann Office

No. (16), Yadanar Street, 5 Ward, Ann Township.

**Note: Only shortlisted candidates will be contacted for written test and interview. The shortlisted candidates have to bring the updated education certificates for interview.**

**Application Deadline: 27 January 2021; 5:00 pm**