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## The Lutheran World Federation Myanmar Program

### JOB ANNOUNCEMENT

**Position title:** Assistant Complaint Response Mechanism Officer  
**Responsibility level:** Grade 4  
**Report to:** Complaint Response Mechanism Officer  
**Duty station:** Sittwe  
**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) is an international non-governmental organization serving the people of Myanmar since 2008 and Lao PDR since 2012. We are a rights-based humanitarian and development organization. Therefore, at the centre of everything we do are the people involved in and affected by our work: internally displaced persons, returnees, host communities, remote ethnic minorities, and marginalized populations. LWF engages with and supports duty-bearers while empowering partner individuals, households, and community development organizations to claim their rights and become more resilient. Within the LWF 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

The role of the Assistant Complaint Response Mechanism Officer (ACRMO) is entrusted with the responsibility to understand essence of Accountability and Complaint Response Mechanism and promote governance, accountability and transparency in the assigned sites. The ACRMO 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 ACRMO 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 ACRMO is assigned sites as CRM focal person based in Sittwe, Hence, s/he shall be visited in the sites as required by approved plan.

#### Main responsibilities

| Responsibility  | Performance expectations  |
|---|---|
| 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>• Fulfils any other responsibilities as assigned by the CRMO.</li><li>• Develop service providers list for assign sites.</li><li>• Enhance coordination with site focal person of the service providers and site leaders.</li><li>• Strengthen governance, transparency and accountability in the assigned sites.</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><li>• Responsible for LWF Myanmar Accountability Framework implementation.</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></ul>  |

| Responsibility  | Performance expectations  |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Develop IEC materials with pre and posttest and collect feedback to improve communication with community.</li> <li>• Aware to community on CRM through home visit, block 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 site 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>• Strengthen safe space to lodge complaint by people of concerns in assigned sites in consultation with CRMO.</li> <li>• Maintain Feedback Desk in distribution point and mobilize CCRF to collect complaint and feedback.</li> <li>• Mentor, mobilize and monitor CCRF to visit home and collect the complaint and feedback through given harmonized Complaint and Feedback collection tools.</li> <li>• Keep open to submit the complaint letter and submit to CRMO with closed envelop.</li> <li>• Work closely with Community Facilitators and Project Officer to collect complaint.</li> <li>• Provide hot line number and other communication channel in consultation with CRMO to lodge the complaint in agreed format.</li> <li>• Provide Viber/Messenger/WhatsApp address to lodge the complaint in agreed format.</li> <li>• Ensure dignity, consent and confidentiality of each complainer 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 and facilitate to prepare plan to CCRF.</li> <li>• Mentor, mobilize and monitor CCRFs.</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>• Collect distribution calendar and instruct to CCRF to establish feedback desk nearby distribution point and facilitate as 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 site/area.</li> <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>• Collect monthly report and time sheet and pay incentives in time.</li> <li>• Follow LWF financial policy and settle advance on time.</li> <li>• S/he is also responsible for producing a timely requisition form with proper specification for maintaining 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>• Establish relation with CRM staff of other CMA and other CRM colleagues, share and learn regarding CRM operation and it's effectivity in field level.</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>   |

### Required qualifications and experience

- Bachelor degree in a related field
- Minimum three years relevant experience
- Ability to write reports in both Myanmar and English.
- Good understanding of Accountability and complaint response mechanism and practices.
- Conceptual clarity on recent community development trends.

#### **Required skills and competencies**

- Excellent interpersonal, negotiation, and communication skills
- High degree of gender awareness and gender sensitivity
- Computer skills – MS Office: Word, Excel, Outlook, PowerPoint
- Demonstrated ability to format documents in MS Office
- Excellent command in English and Myanmar language desired, including translating, writing, and editing skills
- Strong organizational abilities with very strong attention to detail
- Willingness and ability to frequently travel to remote field sites
- Respect for and ability to work with colleagues from other cultures, religions, socioeconomic status, and educational backgrounds

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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, persons with disabilities and diverse gender identities 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.

**LWF- Yangon Office:** No.11, Kan Street, (6) Ward, Hlaing Township, Yangon.

**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: 03<sup>rd</sup> November 2023; 5:00 pm (MMT)**