

CRS JOB DESCRIPTION

Job Title: Accountability Field Officer

Department: Risk and Compliance Unit

Band: 5

Reports To: Accountability and Protection mainstreaming Officer

Country/Location: Egypt/Cairo

Background

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of Egyptian President Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt programs in these main areas: education, livelihoods, social cohesion, and emergency response. CRS focuses on safeguarding and working with local partners across its portfolio. Projects under these programs range from the provision of technical assistance and capacity building to partners, promoting gender transformative behaviors and cohesion and tolerance across groups, educational grants for refugees and assistance to refugee community schools, promoting protection and safeguarding of children, and technical support, start-up funds, and vocational training for refugee and vulnerable Egyptian entrepreneurs.

Job Summary

As a member of the Catholic Relief Services (CRS) Egypt Safeguarding team, you will serve as the Accountability Field Officer. Specifically, you will be responsible for collecting and documenting beneficiary feedback, organizing feedback files, and following up with employees to ensure timely response to beneficiary feedback. Your service-oriented approach will ensure CRS projects continue to be responsive to beneficiary needs.

Job Responsibilities

- Manage CRS communication channels, including hotlines and complaint boxes, ensuring they are operational and documented.
- Receive, organize, and respond to beneficiary feedback from multiple channels promptly and appropriately.
- Report any safeguarding concerns or sensitive feedback to senior management immediately as per CRS procedures.
- Lead the accountability volunteers' team, offering guidance in challenging cases, and overseeing the recruitment, training, and supervision of them.
- Regularly follow up with CRS project focal points on the activities implementation timeline to ensure timely feedback to the beneficiary.
- Type, format, and translate documents to be used for information dissemination, training, and presentations.
- Compute, write, and proofread data for accountability records and reports.
- Maintain and update online and hard copy filing, and database systems used to track beneficiary feedback.

- Report on accountability data and trends while adhering to donor requirements.
- Troubleshoot problems involving the beneficiary feedback channel.
- Manage the FCRM System including staff/volunteer accounts, monitoring and editing entries, and making changes to forms as needed.
- Facilitate a monthly Accountability Orientation for newly hired staff and volunteers.
- Support the coordination of MEAL activities, including reflection events, kick-off meetings, analysis, interpretation, and presentation for the events.
- Keep organized and meticulous notes and records of project meeting minutes and discussions.
- Manage CRS Egypt's Facebook page, including the timely posting of project announcements and answering the messages received.
- Any other related duties, as assigned.

Required Background, Experience, and Requirements:

Education and Experience

- Bachelor's degree in international relations, education, economics, or a related field.
- Two years of work or volunteer experience in community development and mobilization.
- Training and Facilitation experience preferred.
- Experience with a local or international NGO a plus; additional education may substitute for some experience.
- Experience in MS Office package (Excel, Word, PowerPoint) and information management systems; proficient in Word.
- Customer and Personal Service: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Personal Skills:

- Good time management skills with the ability to work on multiple tasks.
- Observation, active listening, and analysis skills with the ability to make sound judgments.
- Good interpersonal skills and the ability to interact effectively with diverse groups.
- Strong organizational skills.
- Proactive, resourceful, solutions-oriented and results-oriented.
- Attention to detail, accuracy, and timeliness in executing assigned responsibilities.

Required/Desired Foreign Language: Excellent command of English and Arabic.

Travel Required: The job requires limited travel to Upper Egypt (approximately 5%) and occasional travel within the Cairo metropolitan area (approximately 15%).

Safeguarding Policy: CRS is committed to safeguarding program participants from exploitation and abuse. The consultant is expected to attend a safeguarding orientation and then sign and adhere to the CRS Safeguarding Policy and Code of Conduct. This will form part of the contract.

Key Working Relationships

Supervisory: Volunteers

Internal: Safeguarding Team, Project-level Accountability Focal Points

External: Project beneficiaries

Agency REDI Competencies (for all CRS Staff):

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and are used by each staff member to fulfill his or her responsibilities and achieve the desired result.

- Personal Accountability – Consistently takes responsibility for one’s own actions.
- Acts with Integrity - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust - Shows consistency between words and actions.
- Collaborates with Others – Works effectively in intercultural and diverse teams.
- Open to Learn – Seeks out experiences that may change perspective or provide an opportunity to learn new things.
- Agency Leadership Competencies:
 - Lead Change – Continually look for ways to improve the agency through a culture of agility, openness, and innovation.
 - Develops and Recognizes Others – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
 - Strategic Mindset – Understands role in translating, communicating, and implementing agency strategy and team priorities.

Disclaimer: This job description is not an exhaustive list of the skills, effort, duties, and responsibilities associated with the position.

CRS's talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS is an Equal Opportunity Employer.