



## TERMS OF REFERENCE

<b>Position:</b>	<b>Accountability Coordinator</b>
<b>Location:</b>	Tehran, Iran (with regular travel to areas within Iran where RI operates when requested by supervisor)
<b>Duration:</b>	One year with possible extension (3 months' probation)
<b>Reports to:</b>	MEAL Manager
<b>About RI:</b>	<p>Relief International is a leading nonprofit organization working in 20 countries to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises and chronic poverty.</p> <p>Relief International combines humanitarian and development approaches to provide immediate services while laying the groundwork for long-term impact. Our signature approach -which we call the RI Way- emphasizes local participation, integration of services, strategic partnerships, and a focus on civic skills. In this way, we empower communities to find, design and implement the solutions that work best for them.</p>
<b>RI in Iran:</b>	Relief International has been active in Iran since 1989. The Iran operation focuses on providing and improving access to health, education and livelihoods to Afghan refugees – with protection effectively mainstreamed across our activities. Relief International is a major actor in disaster response in Iran and currently implements a large scale COVID-19 response. We support national CSOs as well as coordination and advocacy with other INGOs, UN agencies and Governmental partners to improve the overall humanitarian and development response.
<b>Position Summary:</b>	As a member of the Inter Agency Standing Committee (IASC) on Accountability to Affected Populations Task Team, RI has a strong organizational commitment to Accountability. Building on the existing MEAL procedures, the Accountability Coordinator will oversee the development and implementation of all necessary systems ensuring increased consultation of communities, with specific focus on revising and strengthening RI Beneficiary Feedback and Complaint Mechanism. He/She will technically oversee the implementation of the Accountability framework across all field offices and amongst all programme partners. He/She will promote a culture of Accountability and learning across the organization, with specific focus on capacity building RI staff and partner staff and setting up minimum standard in all sectors of RI programming including Emergency Response. He/She will also oversee the staff implementing the RI hotline and directly reports to the MEAL Manager.

## **Position Responsibilities and Duties**

### **Accountability Systems and Procedures**

- Develop RI Iran's Accountability Framework;
- Develop benchmarks/indicators to monitor accountability across programs;
- Coordinate the operationalisation of RI Accountability Framework and develop/update CFRM/Hotline Standard Operating Procedures (SOPs), guidelines, and reporting channels.
- Provide extensive capacity building for staff and partners on the concept of Accountability and the Core Humanitarian Standards (CHS);
- Work closely with the Sector Leads and the Emergency Response Coordinator to ensure communities influence decision-making, information is shared effectively and transparently, and RI is being held to account.
- The position will contribute to programme quality by sharing accountability learning and findings in the different stages of the project cycle.
- Ensure accountability plans are developed and well-coordinated with RI Program staff and local partners;
- Document accountability-related lessons learned and best practices and share them with relevant stakeholders as well as with the Communications and Advocacy team;
- Support the MEAL team in strengthening MEAL frameworks, plans and tools in terms of accountability to communities.
- Contribute to create a 'safe to speak up' culture, through producing periodic reports and analysis that can strengthen programming and increase overall organizational accountability to beneficiaries and the wider affected population.
- Occasionally input into donor reporting in line with RI's approach on Core Humanitarian Principles (CHS) and our zero tolerance to sexual exploitation, harassment, and abuse.

### **Complaint Response and Feedback Mechanism**

- The CFRM has three main objectives. First is to enable stakeholders, including individuals benefitting from assistance, to provide complaints and feedback and to receive a response. Second is to improve accountability towards beneficiaries and stakeholders. Third is to contribute to improve programme design and organizational performance.
- Lead on the establishment and development of RI Iran's Complaints Response and Feedback Mechanism systems (CRFM) and tools, in collaboration with the Program and MEAL teams;
- Ensure complaints and feedback mechanisms are in place for all RI programs. The type of feedback mechanism employed will be appropriate to the context and the kind of project;
- Involve community members and partners to determine the best modalities for leaving feedback or complaints before beginning any feedback mechanism. Examples include complaint boxes, dedicated text/SMS numbers, as well as hotlines;
- Provide technical support to partners on the implementation of the CRFM; including reviewing all existing RI and partners' CRFMs;
- Ensure complaints are properly lodged in a timely manner in the CRFM database; and that beneficiaries receive feedback in a dignified manner regarding their complaints/feedback;
- Prepare monthly CRFM reports for submission to the MEAL Manager/MEAL focal point for dissemination to Sector Leads, SMT members and other relevant stakeholders;
- Ensure verification of complaints and ensure the timely resolution of complaints and the completion of CRFM database;
- Train staff in the design, implementation and monitoring of complaints-handling processes;

- Monitor the triage of complaints/ service requests received by RI, transfer to relevant focal points, and ensure that complaints/service requests are responded to in a timely manner.
- Ensure RI acts on complaints, and where not within the remit of RI, refer them to the responsible agency;
- Manage staff related to accountability mechanisms;
- Support the MEAL Manager in conducting quarterly Complaints Satisfaction Assessments.

### **Operationalizing Accountability Principles and Measuring Organizational Progress**

- Produce regular internal (and external) reports on trends in complaints, concerns, response procedures, and any other relevant issues.
- Develop existing guidance and frameworks for Country Office procedures, policies and processes that assist in institutionalising and supporting CRFM in the country.
- Track and report on progress towards RI's goals in line with Operational Framework for Accountability to Communities at the global level on a monthly basis through the following indicators:
  - Percentage of proposals designed with significant level of community participation;
  - Percentage of projects implemented with significant level of community participation;
  - Percentage of projects which make RI principles and processes for accountability available to communities;
  - Percentage of projects with effective feedback and complaints mechanism in place.
- Produce periodic (internal and external) reports and trend analysis that can strengthen programming and increase overall organisational accountability to beneficiaries and the wider affected population.
- Provide ongoing technical guidance and promote common understanding and implementation of the programme accountability framework.
- Ensure that beneficiary feedback and complaints response mechanism is operational, available and understood by staff and beneficiaries in all implementation sites.
- Develop and review accountability communications materials to promote access to accountability mechanisms amongst beneficiaries.
- Conduct regular field visits to monitor implementation of accountability framework, and report non-compliance to senior management.
- Organize standard after action review including learning and reflection events, stakeholder consultation and provide feedback to program management team.

### **External Representation and sensitive complaints handling**

- Lead on external meetings with partners and counterparts in terms of harmonization and collaboration on accountability frameworks and activities where applicable;
- Build and maintain good working relations with staff from programmes, projects and consortia.
- Document lessons learnt and best practice on accountability for the programme across sites and produce case studies and human interest stories as relevant.
- Work with the Country Director, Internal Control and Compliance Coordinator and Protection team to ensure appropriate response to sensitive complaints received (Code of Conduct and Sexual Exploitation and Abuse).
- Any other duties as assigned by supervisor

### **Qualifications & requirements:**

- Experience in an Accountability role in a humanitarian/recovery/development context is a must;
- Professional knowledge of accountability frameworks and tools (CRM, CRFM, Hotline management, etc.);

- Practical knowledge of humanitarian and development accountability frameworks and standards (CHS, SPHERE, etc.);
- Experience managing a complex beneficiary feedback and compliance systems including case investigations, post-distribution monitoring with exceptional understanding of humanitarian code of conduct, program quality and accountability standards and principles.
- Ability to present data and convey information clearly and concisely and identifying trends
- Strong management skills (ability to demand results and be empathetic, non-defensive but decisive, firm and resilient)
- Strong analytical and communications skills;
- Ability to receive and handle confidential and sensitive information (highly approachable, trustworthy and confidential);
- Experience and ability to train others and transfer knowledge
- Familiarity with RI sectors is an asset
- Experience working in refugee contexts is an advantage.
- Advanced level in all common MS Office applications (Word, Excel, PowerPoint);
- Fluency in English and Farsi;
- Knowledge of data collection and management software e.g., KoBo is a plus.

#### **RI Values:**

We uphold the Humanitarian Principles: humanity, neutrality, impartiality and operational independence. We affirmatively engage the most vulnerable communities.

#### **We value:**

- *Inclusiveness*
- *Transparency and accountability*
- *Agility and innovation*
- *Collaboration*
- *Sustainability*

**If you are interested in this job, please email your cover letter and CV along with RI application form in English to [tehran@ri.org](mailto:tehran@ri.org) and mention the Job Title in the subject line.**

**Applications close on 22 January 2021**

**Only short-listed candidates will be contacted for interview**