



Position Name: CFM assistant

Vacancy Announcement

Vacancy: 01

Job Context: Social Assistance and Rehabilitation for the Physically Vulnerable (SARPV) is a non-government, non-political, Bangladeshi organization providing humanitarian support to the Rohingya people at Bhasan Char. As part of its Health & Nutrition interventions in support with WFP & UNHCR, SARPV is going to implement “**Integrated nutrition intervention for Rohingya refugees living in Bhasan Char**” project from 1st January 2023.

Job Responsibilities:

Overall Objective:

CFM Assistant is responsible for assisting in day-to-day implementation of the Community Feedback and Response Mechanism. Main responsibilities are mostly related to Accountability of Affected People (AAP) and include documentation of feedback and complaints, routine recordkeeping, and reporting. The position requires the ability to work in the field level with a multi-sectorial program team and to interact effectively with a wide variety of community members. This position is based on Bhasan Char camp level at Hatiya, Noakhali.

Key Job Responsibilities:

- ⇒ 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
- ⇒ Management of CFM database by ensuring proper documentation and aggregation
- ⇒ Ensure the collection of quality complain and feedback across the response
- ⇒ Interface and support programme team members, support programme coordination and policy engagement.
- ⇒ Analyze and prioritize the complaints according to its sensitivity
- ⇒ Assist in programme updates for the response management and internal information sharing
- ⇒ Assist in data collection processes if needed
- ⇒ Assist to conduct AAP sessions and monitoring
- ⇒ Assist with implementation of programme evaluations (data collection)
- ⇒ Support in conducting assessments as needed
- ⇒ 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 management and operations to ensure prompt follow-up on feedback and complaints received
- ⇒ Work with field teams to collect information on potential case studies and success stories
- ⇒ Other duties as directed.

Abiding by organizational and donor policies and humanitarian principles

- The position is expected to uphold the values of SARPV



- He/she must learn about the donor policies and abide by it.
- Humanitarian Principles must be upheld in daily implementation.
- Implement all work-related activities with a gender, disability and child protection lens, taking into account the different needs, concerns and ideas of the SARPV's staff and beneficiaries

Educational Background:

- Graduation in any discipline
- HSC or equivalent will be considerable if candidate has experience in CMAM program.

Experiences & Skills:

- At least 1 year's professional experience
- Ability to work flexibly including weekends and willingness to travel and work in remote island area and live in basic conditions.
- Good communication and presentation skills
- Language: Must be proficient in English and Bangla in both writing and speaking. Speaking in Chittagong language is preferable.

Competency: Device operating, internet browsing for the basic communication.

Employment Status: Contractual, until 31st December, 2023 (Renewable)

Job Location: Bhasan Char, Noakhali

Salary: 30000

Compensation & Other Benefit:

- Two days weekly holiday (Friday & Saturday)

APPLY PROCEDURE:

If the candidates feel that their qualification, exposure and experience matches with our requirements, and they are willing to commit to our values and are sympathetic to our beliefs then please send your complete and updated CV by filling up the Google form link given below before the closing date. You have to give real and all information in the form. Interview session is expected to take place in a shortest time after the application deadline. Only shortlisted candidates will be contacted for the further selection process. Verification of Educational and professional experience certificates will be done after/during Interview.

Google Form Link: <https://forms.gle/MT4R2kk8Tt7yzL2H6>

Application deadline: 25 December 2022

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