



EXTERNAL VACANCY

Haitian Red Cross in collaboration with American Red Cross is looking for

(1) Accountability to Beneficiaries (AtB) Officer

Reporting to: Senior National Accountability to Beneficiaries (AtB) Manager

Frequent contact with: Accountability to Beneficiaries (AtB) focal points based in programs both (American Red Cross, Partners), Communications unit, Accountability Monitoring & Evaluation Learning (AMEL) unit, etc.

Purpose: The American Red Cross (ARC) International Services Department (ISD) seeks to prevent and alleviate human suffering around the world by responding to disasters, building safer and more resilient communities, and educating future humanitarians.

In response to the January 12, 2010 earthquake in Haiti, the American Red Cross (ARC) scaled up its support to the Haitian people in their post-earthquake recovery. ARC has developed and implemented many urban and rural programs/projects to support Haiti to build back better and strengthen the resilience of individuals and communities. ARC implements all programs in partnership with the Haitian Red Cross.

The American Red Cross (ARC) Haiti Assistance Program (HAP) was established to direct the organization's response to the 2010 earthquake in Haiti. After two years of intense and productive emergency work, the American Red Cross has shifted its efforts from relief to reconstruction and long-term development programming. HAP activities focus on integrated community recovery and preparedness interventions in Haiti working within the Red Cross/Red Crescent network, particularly with the Haitian Red Cross (HRC) and also through external partners.

Accountability to beneficiaries (AtB) is central to high quality programming and has been identified as a fundamental element of all ARC programmes. AtB is also crucial to ensuring true programme integration in an urban renewal project with the involvement of a variety of sectors and teams. Accountability is an approach that promotes the dignity of those affected by enabling them to influence decision-making and play a central and active role in their own recovery or development.

The **purpose of this position** is to support the Sr. National AtB Manager with the management of the ARC Feedback Mechanism, the documentation of AtB best practices and learning, the capacity building & trainings on AtB field for HRC volunteers' networks, ARC projects staff and Implementing Partners (IP).

The **"AtB Officer"** under the supervision of the Sr. National AtB Manager in close cooperation with the integrated programs teams (AtB/Communications focal points), will be mainly responsible to support the management of Feedback & Response Mechanism (FRM); the AtB documentation, best practices & learning process and the accountability capacity building & trainings activities.

Specific Duties and Responsibilities

Support: Sustainability – Documentation – AtB best practices and Learning

Support the Sr. National AtB Manager with:

- The development of the AtB tools kits and the creation of an AtB resources library
- Capacity mapping for direct implementation staff, HRC staff and volunteers
- The engagement of a local theatre group for direct accompaniment of community members in their role playing for the realization of the FRM video.
- The setting up of the video on the different steps to establish a formal Feedback mechanism.
- Formation and/reviewing of key documents (guidelines, process flowcharts, feedback handling procedures).

Support: Feedback and Response Mechanism (FRM)

Provide regular supports for an effective management of the ARC-hotline:

- Answer calls professionally and ensure that the contact is in line with the accountability principles. Pay attention to details provided by stakeholders and be patient.
- Produce call reports and submit them to the Sr. National AtB Manager for verification before the entry into the FRM database.
- In cooperation with the Sr. National AtB Manager, handle and resolve community feedback & complaints by looking previously for accurate information.
- In cooperation with AtB focal points in programs, update Q&A documents on a regular basis.
- In a transparent manner (*what ARC can do and what we cannot do*), provide information regarding projects, activities and services.
- Ensure the strict respect of confidentiality and the internal ethic principles in dealing with sensitive issues raised by community members.

Support: staff capacity built for application and trainings

- Support the development of a six months Capacity Building strategy/plan that includes various different training methodologies for ARC staff, HRC staff and Volunteers and other partners as necessary.
- Good understanding and be able to convey to others: Red Cross/Red Crescent Code of Conduct, Good enough Guide, Core Humanitarian Standard on accountability & quality, PSEA, Feedback & Complaints handling policy and procedures, Local Capacities for Peace/Do No Harm and Sphere (*humanitarian charter & protection*), etc.
- Capacity assessment tool covering past trainings, understanding of AtB, assessing sectoral AtB progress in current integrated programs.
- In cooperation with Sr. AtB Manager, redesign trainings to address gaps highlighted in the assessment.
- Assist in design and implementation program specific action plans for mainstreaming AtB based on refresher trainings conducted.

Reporting: provide reports according to the schedule (*weekly, monthly, quarterly...*) set by the line management.

Additional Duties Applicable to All Staff

- Ensure effective working relationships with Haitian Red Cross Society.
- Work towards the achievement of overall goals of ARC Haiti Delegation through effective managerial and lateral relations and teamwork.
- Ensure understanding of roles, responsibilities, lateral relationships and accountabilities.
- Perform other work related duties and responsibilities as may be assigned by the supervisor.
- Understand and practice the Principles of the Red Cross & Red Crescent Movement.
- Establish effective working relationships with national staff and delegates.

Education and/or Experience

- Be in good mental and physical health
- Bachelor degree in Social Communications, Community Development or a related science.
- At least 2-3 years experiences working in accountability field for humanitarian projects
- Experiences in managing beneficiaries feedback & complaints in a complex environment
- Demonstrated ability to discuss and communicate effectively with beneficiary communities and other stakeholders
- Excellent facilitation skills and knowledge of effective training methodologies for varied audiences
- Good knowledge of Accountability principles and international standards and have a certification with Humanitarian Accountability Partnership, Sphere project , Emergency Capacity Building
- Good command in Microsoft Office programs, knowledge of InDesign software, Adobe, Photoshop and ability in photography
- Have strong verbal and written communication skills in English, French and Haitian creole
- Commitment to the Red Cross and Red Crescent Code of Conduct and accountability principles
- Sounds reports skills
- Ability to take initiatives and to bring innovations
- Ability to work effectively under pressure and to organize and prioritize competing activities
- Willingness to learn and innovate, flexibility, dedication and creativity

The rules of conduct form an integral part of this contract and must be signed by the employee upon employment.

Interested candidates should send their Curriculum Vitae with cover letter, all copies of certificates or diplomas, copy of ID card (NIF or CIN), certificate of police record by 5:00 P.M. 26 September 2016 at the following addresses:

**Att.: Human Resources : Accountability to Beneficiaries (AtB) Officer
American Red Cross Office
22, rue Métellus, Pétiön-Ville, Haïti, HT 6110**

Or at :

amcrosshrrecruitment@gmail.com with the subject : Accountability to Beneficiaries (AtB) Officer

Please notice that only selected candidates will be contacted.