



## SPECIFIC JOB PROFILE

### I. Post Information

Job Title: Accountability to Affected population and Complaints and Feedback mechanisms Officer AAP/CFM Officer  
Supervisor Title/Level: AAP Specialist (P4)  
Organizational Unit: Cash Implementation Unit  
Post Location: Port Sudan, Sudan (and remotely)

Job Level: NOB  
Job Profile No.:  
CCOG Code:  
Functional Code:  
Job Classification Level:

### II. Strategic Office Context and purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

#### **Strategic office context:**

With the commitment of UNICEF SCO for AAP generally and specifically under L3, UNICEF SCO has launched a whole-of-office complaints and feedback mechanism and system through different CFM channels, as one tool to achieve AAP mainstreaming. This CFM will safeguard a safe, accessible, dignified communication channel with people UNICEF serves and to ensure that UNICEF has the ability to consult, engage, listen, inform and respond to needs and queries. In this regard, UNICEF SCO is recruiting an CFM Officer to support in the mainstreaming of the AAP within UNICEF all sections internally, with UNICEF implementing partners and at inter-agency level, support in the running, follow-up on of the built channels, build new channels, and sustainability of this component under the direct supervision the GRM technical specialist.

The AAP/CFM Officer be responsible of the supervision and lead the daily operation of different CFM channels while maintaining strong coordination with all sections to safeguard proper referral pathway, case handling and up-to-date information sharing. In addition, the officer will

support the implementation of all related AAP activities under the AAP L3 commitments and UNICEF SCO AAP emergency action plan.

The scope of work for this position will fall under AAP as overall umbrella and CFM specifically. This role will be working on the overall implementation of CFM system with different channels starting from call center to community help desks and the set-up of the CFM system, planning and coordination with all stakeholders, capacity building and implementation of CFM channels while ensuring proper operation and process are running professionally. This role will safeguard the coordination and capacity building for all UNICEF staff and stakeholders to ensure proper implementation.

In addition to the overall role of the AAP/CFM for the whole office, this position will play specific role in managing the CFM component for the Cash Implementation Unit all programmes. In April 2021, UNICEF Sudan Country Office (SCO) launched a new Mother and Child Cash Transfer Plus (MCCT+) in two eastern states of Kassala and Red Sea States, with the funding support from KfW/BMZ. MCCT+ is an integrated social protection programme for pregnant women and children during the first 1,000 days of life. MCCT+ builds on UNICEF's ongoing support to primary health care (PHC) facilities which serve as the platforms for an integrated package of services and support to vulnerable women and children. The programme is expected to contribute to a reduction in child and maternal mortality and malnutrition through improved family practices and access to essential services for the first 1,000 days of life. MCCT+ was originally designed as a government programme implemented by the Ministry of Social Development, the ministry responsible for social protection in Sudan, with UNICEF technical and financial support. In light of the October 2021 military takeover, the programme is being reoriented as a nexus programme implemented by UNICEF with support from frontline workers including social workers, midwives and health and nutrition staff.

**Purpose for the job:**

Within the delegated authority and under the given organizational set-up, the officer may be responsible for all or most of the following areas of major duties and key end results for AAP and CFM of all UNICEF Sudan Country Office

**III. Key functions, accountabilities and related duties/tasks:**

**1. Support and feeding into the AAP SCO strategy and emergency action plan with the GRM Technical specialist**

- a. Identify priorities based on the context in liaison with all sections, inter-agencies and ISCG, ICCG
- b. Ensure identified AAP pillars have clear execution plan with straightforward activities and actions, with timeframe and focal points identified and guarantee proper implementation
- c. Support and lead the AAP focal points activities, coordination, planning and reporting
- d. Support in drafting the plan for the AAP focal points with potential planning for long term AAP strategy/unit as human resources
- e. Follow-up on the implementation of the action plan per pillar of the AAP mainly CFM, coordination and partnership
- f. Coordinate with all sections for AAP mainstreaming and integration with detailed work plan per section and per component (i.e.: PDs updated with AAP annexes, coordination on CFM, sensitization by IPs on UNICEF CFM)
- g. Support in representing UNICEF AAP at different inter-agency level with strong coordination to be built on technical level to ensure professional implementation of AAP and CFM

2. Support and co-lead the CFM action plan implementation with solid coordination with all sections, stakeholders and relevant entities
3. Contribute and support in **the conceptual and technical guidance for the development and design of the sustainable long term UNICEF CFM system including all channels in coordination** with all sections internally and potential external Inter-Agency coordination throughout the IA CFM Taskforce
  - a. Prepare the plan of the set-up of all CFM channels in coordination with relevant sections
  - b. Draft the SOPs for each CFM channels including guidance, monitoring tools and annexes
  - c. Lead and supervise the implementation of all CFM channels
  - d. Maintain coordination with different stakeholders **with updated Q&As, list of focal points for referral pathway, counseling lines**
  - e. Prepare a checklist to monitor and ensure information management systems are updated, well-functioning and reflecting the needs with close coordination with IT, T4D to resolve and tackle all technical issues
  - f. Plan the action plan and requirements for possible inter-agency or joint CFM coordination
  - g. Continue the coordination with Risk and compliance for fraud and corruption cases and with PSEA
4. **Prepare and set-up the plan for expansion and extension of the hotline/call center**
  - a. Prepare the ToR for 1-year, 2-years for the hotline/call center as sustainable CFM channel
  - b. Coordinate the ToR and plan with the current outsource for capacity and planning
  - c. Prepare the list of business requirements to be shared with T4D for the long-term phase
5. In coordination with the GRM technical Specialist, **lead and supervise the the hotline/call center outsourcing as third-party service provider**
  - a. Draft action plan and ensure implementation and follow-up
  - b. Manage and supervise daily activities and ensure operational and system performance
  - c. Drafting needed monitoring tools
  - d. **Case management:** Follow-up and ensure the execution of the referral pathway with assigned focal points for case management and case processing while working closely with all sections and at inter-agency
  - e. Follow-up and generate reporting
  - f. Ensure daily operational activities throughout staff performance and system check
  - g. Coordinate with relevant technical entities like network operators to escalate and solve technical issues
  - h. Lead the capacity building of the hotline team
  - i. Lead the quality assurance of the operation (post satisfaction survey, case and process handling survey)
6. **Planning and coordination:**
  - a. Conduct a contextual and needs assessment to plan accordingly the communication strategy for CFM sensitization and launching with communication team and field team, the implementation plan with AAP focal points
  - b. Continue and support in the coordination with sections and AAP focal points to ensure all CFM channels starting from the call center programmatic aspects are set starting from the three layers of categorization per section, Q&A per programme and project, counseling lines per typology of the complaints)
  - c. Act as focal point with all stakeholders for operational and programmatic queries and problems

- d. Prepare template for reporting and trends with required fields and analysis and provide it on regular basis
- e. Draft a mini results framework for KPIs under AAP and in coordination with PME for the use of data collected to be used in programme adjustment
- f. Coordination with other COs and RO on AAP and CFM experience, best practices and lessons learned

**7. Capacity building internal and external:**

- a. Draft training manual for CFM including AAP principles
  - b. Lead the capacity building internally for AAP focal points and all UNICEF staff on referrals, case handling and for the call center staff based on all CFM components
  - c. Implementing partners and external stakeholders' capacity building for better CFM linkages and implementation
8. Conduct field missions when needed for the implementation of the above to implement capacity building, lead and support the community consultation, support in the execution of the communication strategy
  9. Draft, generate and coordinate reporting on regular basis
  10. Conduct relevant needed presentation on AAP based on needs and request internally and externally

#### **IV. Impact of Results**

- A mainstreamed AAP/CFM component within the CIU and well coordinated with all sections
- Well established CFM component including technical, case management, referral pathways and reporting for the CIU and all sections and for UNICEF CO
- Standard enhanced knowledge of AAP/CFM within the sections and partners
- Strong active participation of UNICEF AAP/CFM at inter-agency and cluster level
- Monitoring and reporting function is performed for the CIU activities and other sections activities

#### **V. Competencies and level of proficiency required**

<p><b><u>Core Values attributes</u></b></p> <ul style="list-style-type: none"> <li>• Care</li> <li>• Respect</li> <li>• Integrity</li> <li>• Trust</li> <li>• Accountability</li> </ul> <p><b><u>Core competencies skills</u></b></p> <ul style="list-style-type: none"> <li>• Nurtures, Leads, and Manages People (2)</li> <li>• Demonstrates Self Awareness and Ethical Awareness (2)</li> <li>• Works Collaboratively with others (2)</li> <li>• Builds and Maintains Partnerships (2)</li> <li>• Innovates and Embraces Change (2)</li> <li>• Thinks and Acts Strategically (2)</li> <li>• Drives to achieve impactful results (2)</li> <li>• Manages ambiguity and complexity (2)</li> </ul> <p><b><u>Functional competencies</u></b></p> <ul style="list-style-type: none"> <li>• Applying Technical Expertise (2)</li> <li>• Analyzing (2)</li> <li>• Formulating Strategies and Concepts (2)</li> <li>• Planning and Organizing (2)</li> <li>• Deciding and Initiating Action (2)</li> <li>• Adapting and Responding to Change (2)</li> <li>• Coping with Pressure and Setbacks (2)</li> <li>• Relating and Networking (2)</li> </ul>	
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<b>VI. Recruitment Qualifications</b>	
Education:	Degree in Political Sciences, International affairs, Human Rights, International studies, Development studies, IT/MIS/IM or engineering related or any related
Experience:	<p>4-5 years experience in AAP in general and CFM in specific in setting up CFM systems and different channels like call center and others</p> <p>4-5 years experience in UN or INGOs or NGOs and inter-agency coordination</p> <p>4-5 years experience in different sectors programming like protection, cash, emergency and humanitarian</p>
Knowledge and skills:	<ul style="list-style-type: none"> <li>• Proven ability to work independently under difficult conditions</li> <li>• Demonstrated ability to work in a multicultural environment and establish harmonious and effective working relationships, both within and outside the organization</li> <li>• Excellent facilitation, training, networking and advocacy skills.</li> <li>• Ability to work collaboratively as part of a team in a challenging and highly fluid environment, flexibility and ability to handle constant change.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience in working with UN agencies or NGOs</li> <li>• Experience in implementing emergency, humanitarian programmes and projects</li> <li>• Experience in coordination at interagency level</li> <li>• Experience in implementing humanitarian cash transfers programme</li> <li>• Experience coordinating and mainstreaming programmatic aspects across all sections and sectors internally and externally</li> <li>• Good analytical skills and knowledge of quantitative, qualitative and participatory research methodologies and analysis.</li> <li>• Proven information management and data skills in the areas of mobile data collection, data visualization, including mapping and M&amp;E.</li> <li>• Demonstrated excellent written and oral communication skills and the ability to clearly and accurately convey information</li> </ul>
Language Requirements:	Fluency in English and Arabic is required.