



Functional Title	:	Learning, Impact, and Knowledge Management (LINK) Manager
Responsibility Level/Grade	:	Manager
Department/Project/PN	:	Central Office
Incumbent's Name	:	Vacant
Work Station	:	Kathmandu
Supervisor/Principal Evaluator :	:	Coordinator – DMEL
Co-evaluator	:	Program Director

JOB SUMMARY

With support from Coordinator – DMEL, the LINK Manager will be responsible for creating and supporting evidence generation, synthesis and knowledge management process, systems including product development and dissemination related to CARE Nepal’s programs/projects/initiatives, providing support to programmatic learning to enhance the quality and impact of our work. The incumbent will initiate and manage research/assessments/evaluations to capture system level impact and drive organizational evidence generation efforts feeding into learning and decision-making processes. The incumbent will be responsible for providing technical guidance to program/project staff on learning agenda, research methodology, and KM tools, processes and strategies, and build the capacity of staffs and partners in these areas. The incumbent is also responsible for the development and implementation of systems, processes and behaviours that will enable CARE Nepal's program/project to reflect on, detect, and learn from the changes we bring in the lives of poor, vulnerable and socially excluded women and adolescent girls at both the grassroots level and in terms of policy influence. The incumbent will also be responsible to communicate and share evidence, learning, and updates from CARE Nepal projects in wider platform that includes both internal and external platforms.

The employee shall fully comply with CARE policies and procedures and should be accountable for it.

KEY RESPONSIBILITIES AND TASKS:

R1. Manage and oversee design and implementation of research/assessments/special evaluations for impact capture, evidence generation and use including analysis and presentation of data/information/findings

- In line with learning agenda and emerging trends/issues, lead the design and implementation of undertakings based on available resource, appropriate methodology/approach to generate credible, viable, and usable evidence
- Ensure strong internal and external coordination and collaboration with stakeholders to ensure smooth implementation of research activities (including special evaluations) and need-based uptake of research findings
- Communicate and coordinate with thematic team members to identify research topics and areas to further strengthen evidence base of models, approaches, and initiatives
- Undertake relevant analysis of primary and secondary data to synthesize patterns and trends of data at granular level (using disaggregation as required)
- Participate and contribute to CARE global and other national level community of practice to share research/evaluation findings and learn from global and national experiences
- Explore and capture opportunities to undertake research projects focused on priority and relevant themes of strategic framework



- Closely support DMEL coordinator and MEAL for advocacy focal person to capture advocacy wins using AIIR tool and undertaking System Level Impact evaluations.

R2. Develop, implement and maintain effective knowledge management practices for strengthening quality information and learning systems

- Substantially contribute to develop KM plans, tools and systems and lead the process for the implementation of such tools to generate program level evidence, best practices, learning and gaps and challenges to ensure quality of program implementation.
- Strategically engage with regional level/field level knowledge management communities, networks and platforms and identify opportunities for showcasing CARE's work in knowledge management and also to gather information and knowledge.
- Ensure alignment of KM framework through technical assistance to standardize KM practices across various projects including adopting/adapting KM standard tools for knowledge and learning generation with collection and compilation of information and practices
- Ensure regular update, quality cross check and analysis of program information to fulfil donor as well as CARE's institutional reporting requirements emphasizing on learning and adaptation of activities and approaches based on evidence and results.
- Ensure development and continuous improvement/management of repositories for documents, reports, learning briefs, infographics, databases, frequently used information/data, qualitative narratives/transcripts among others. Ensure systematic and proper naming convention for those repositories.
- Support to develop and implement systems for detecting, communicating and sharing evidence about the impacts and outcomes of CARE Nepal projects.
- Support to establish and maintain database to identify the best practices and evidence of impact generation and scalable models; and ensure consistent application of these in the projects through capacity-building of partners and regular knowledge monitoring, and continued awareness among staff.

R3. Ensure systematic collection and documentation and sharing of program learning and results

- Support in the development of standard processes to capture, package, synthesize and share key knowledge products aligning with CARE and donor's priorities and plan.
- On a regular basis, collaborate and coordinate closely with the Communications team to drive external sharing of relevant messages, results, learning, and best practices to reach wider audience using appropriate visualization approaches including relevant platforms and branding practices.
- Guide and support program team, in coordination with Communications team to document successful case studies, most significant change stories and important lessons learnt, especially regarding key change areas/indicators of projects.
- Support program/project team to plan and organize regular review and reflection sessions with partners at local level, and other stakeholders in the provincial and federal level. Provide required support to prepare periodic review and reflection report for program/projects
- Document learning and evidence in support of best practices and key projects/approaches by travelling to program/project areas to collect and document, and substantial reworking and editing of existing materials prepared by the projects / partners for further work.
- Through regular collaboration with DMEL team members, ensure routine use of information/data generated by CARE Nepal Information Management System (CNIMS) for project/initiative focused learning and adaptation.
- Ensure timeliness and high-quality output in internal and routine tasks assigned by the supervisor such as COMFORT reporting.



- Organize regular sensemaking sessions for critical reflection, awareness, and knowledge building across various approaches, models, concepts, and emerging trends.
- Support team members to undertake program quality efforts by timely review of program quality drivers, sharing of results, and following up on action plans for improvement of the drivers.

R4. Program/project and partner staff capacity building on Knowledge management and research methodologies

- Build capacity of project and partner staff on research methodologies, data and information collection, compilation and analysis in line with the CARE Nepal knowledge management plan.
- Contribute to undertake quality assurance and verification of data and information received from field staff.
- Ensure the quality and accuracy of information collected and compiled for various program/projects to qualify for authentic knowledge generation.
- Support program/project and partner staff to prepare progress reports, manage data, information and share at various levels in their respective working areas.
- Support program/project teams to assess training needs of program/project and partners staff including stakeholders in research, learning, knowledge management and documentation.
- Provide technical support to project and partner staff to adopt CARE Nepal KM analysis tools, processes and systems.

R5. Staff Supervision, Management and Coaching (as and when required)

- When required, directly supervise day to day roles of one or two staff whose responsibility includes impact evaluation or program/model demonstration.
- Ensure the performance management system of supervised staff is completed on time.
- Provide need-based coaching and mentoring to the supervised staff.
- Undertake performance management of supervised staff.

R6. Upholding CARE's Core values and ensuring its principles

- Link and demonstrate CARE Nepal's core values, programming principles, strategic objects, gender equity and equality in programming and behaviors.
- Comply and exercise organizational values and culture.
- Help to promote rights and good governance.
- Responsible for gender responsive behavior in all actions and decisions.
- Conduct Safeguarding risk assessment of program and partners and prepare safeguarding activities in project activity plan to mitigate the risk identified.
- Hold regular staff meetings where safeguarding is part of the agenda and safeguarding issues are discussed and monitor the implementation of safeguarding in the team/ department.
- Establish Feedback and Accountability mechanism at program and partners level and follow up and address safeguarding issues promptly with the support from CO safeguarding focal points.
- Demonstrate positive behaviors following CARE code of conduct and uphold implementation of CARE Safeguarding policy at all level.
- Safety and Security is everyone's responsibility within CI through full compliance and accountability (as per Principle –ii of the CARE International Safety & Security Principles).

Spending authority: NA

Working conditions:

Based in Kathmandu with up to 50% field visits



Accountability: Ensure that the organizational information when disseminated should be correct and permitted message in line to CARE principles and core values.

Qualification and Experience:

Master's Degree in relevant field such as research methodology, knowledge management, international development research, statistics and data science, business studies, management information system, public health, social science, or equivalent; ideally with a strong focus on social research, program evaluation, and learning with at least 5 years relevant experience in research and knowledge management practices.

Skills and knowledge

- Demonstrated experience in analyzing, interpreting, and reporting on monitoring, evaluation, or research/evaluation data to incorporate lessons learned into program designs and implementation
- Demonstrated experience in designing and implementing research and/or evaluation
- Robust knowledge and experience in knowledge management tools, processes and system building including its development and implementation
- Good training and facilitation skills, and proven experience in capacity building in the development field
- Knowledge and experience in information collection and analysis, its effective management and capturing, documenting, and disseminating (through visualization techniques) program learnings and best practices
- Good English and Nepali writing (including reporting writing), documentation and dissemination skills.
- Experience and know-how of data analysis or statistics including use of any data analysis software (such as SPSS, Stata, R, Python)
- Knowledge of human rights and humanitarian principles and frameworks
- Good knowledge of civil society mobilization and dynamics.

Required Competencies:

- Information gathering and processing– Able to locate and collect data from the project sources and analyze it to provide meaningful and concise reports that summaries the information
- Analytical thinking – Able to integrate information from diverse sources, often involving large amounts of data; this includes synthesizing information and summarizing it into key points for use by others
- Creativity and innovation – Able to think creatively to encourage learning and demonstrate an adaptive style in sharing ideas and learning with others
- Leadership – Able to assume a leadership role in helping others to achieve excellent results
- Team work – Able to work effectively with other people within a work group
- Developing others – Able to foster the development of others by providing a supportive learning environment
- Influencing – Able to generate commitment and build consensus among others and gain their support
- Communicating and sharing ideas and information - Able to present information and express opinions confidently to internal and external audiences
- Writing – Able to communicate ideas and information in writing to ensure that information and messages are understood and have the desired impact
- Initiative – Deals with situations and issues proactively and persistently
- Embracing and Valuing Diversity – Able to contribute effectively to a culture that positively values the diversity of people, values and ideas within CARE Nepal



- Innovation – Demonstrates openness to new ideas, seeks out new opportunities
- Interpersonal sensitivity – Able to communicate with sensitivity and foster communication, actively listening to others

Approved by: _____

Date: _____

Agreed by: _____

Date: _____