



Functional Title:	Accountability Officer
Responsibility level/Grade:	Officer, Grade 4
Workstation:	Kathmandu (with 50% field movement)
Department/Project:	Program Quality and Impact
Incumbent's Name:	TBD
Principal Evaluator Title:	Coordinator – Program Quality and Impact

JOB SUMMARY

This position will ensure that CARE Nepal's programs and partners are applying program quality accountability and donor compliance at every level. The Accountability Officer will act to make sure both organizational and programmatic accountability effort of CARE with the use of various participatory accountability tools. The Incumbent will also make sure that Feedback and Complaints Handling Mechanism (FAM) is fully functioning in the program and project areas that CARE, or its partner, are working. The Incumbent will ensure accountability towards impact populations; and ensure that partners abide by required accountability measures and donor and government compliances.

The Accountability Officer will facilitate local and national CSOs partners in preparing required policy, plan, and procedure to meet accountability commitments and donor requirements. This position will also support local partners in their capacity assessment, organizing training and capacity building sessions and interventions in different organizational and programmatic capacity development areas.

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

KEY RESPONSIBILITIES AND TASKS:

The role and responsibilities of the Accountability Officer include but are not limited to:

R1: Development, Update, and Implementation of Feedback and Accountability (FAM) mechanism.

- Ensure all the complaints and feedback are properly registered, investigated and responded to in a timely and appropriate manner.
- Regular encouragement and enforcement on complying quality and accountability standards includes transparency, inclusion and feedback mechanism in project and partner operations.
- Ensure, support, and monitor partners have robust accountability systems and processes such as public hearing, social audit, community score card, and many more which are widely practiced in non/government organizations.
- Work together with the project team to build capacity and oversight support to partner team and ensure FAM is effectively operationalized in all projects.
- Review and update FAM policies and procedures periodically to ensure they remain relevant and effective in line with evolving organizational priorities and needs of stakeholders including impact groups.
- Disseminate CARE International accountability framework, CARE Nepal's accountability positions, humanitarian accountability framework, core humanitarian standards and FAM guidelines to project and partner team.



- Provide support to develop and implement projects and partner wise locally contextualize FAM protocols and guidelines.
- Lead the assessment process to understand preference, satisfaction, and situation of FAM at the participant level including other stakeholders such as partners, government officials

R2: Effective capacity building and support through training and technical assistance

- Capacity building and support to partner field offices, especially on downwards accountability; information sharing, complaints handling and participation.
- Regular technical assistance and training to all front-line workers from both CARE and partner organization to design and carry out social audits, public hearings, feedback dialogue processes, community score card, complaint handling mechanism and other accountability tools as per the organizational and programmatic needs.
- Technical assistance to partners of all nature for applying relevant institutional capacity assessment tools and support to develop capacity development plans.
- Identify development needs of partners and advise appropriate strategies and actions for building their skills and knowledge in consultation with supervisors and program team respectively.
- Facilitate training sessions, learning and exposure visits, mentoring and coaching to partners based on their capacity building plan.
- Facilitate partners to comply with institutional governance standards such as women and girls' equality and social impact mainstreaming, participatory planning and decision making, transparency and targeting based on underlying causes of poverty and vulnerability analysis.

R3: Program Quality assurance and continuous improvement through collaboration, learning, and knowledge management

- Regularly identify trends and patterns in feedback and complaint including its documentation and dissemination (through structured reports, internal meetings among others) within the team and partners for continuous improvement.
- Ensure coordination and collaboration with other units to integrate FAM into program proposals and implementation along with addressing and mitigating risks related to accountability and safeguarding
- Ensure organization's FAM system is aligned with sector-wide priorities and requirements by working with stakeholders such as government bodies, donors, and other development partners.
- Contribute to the sharing of best practices and learning in feedback and accountability processes within and outside the organization.
- Continuously monitor and ensure FAM is aligned with CARE's Program Quality Standards and undertake necessary measures to address gaps for improvement.
- Work closely with PQI Coordinator to ensure that CARE's Program Quality Standards are continuously tracked, analyzed, reviewed and shared with wider team members and partners.

R4. Upholding CARE's Core values and ensuring its principles



- Link and demonstrate CARE Nepal's core values, programming principles, strategic objects, women and girls' equality, and impact in programming and behaviors.
- Comply and exercise organizational values and culture.
- Help to promote rights and good governance.
- Responsive to women and girls' specific needs in all actions and decisions.
- 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).

R5. Safeguarding Responsibilities

- Uphold CARE's Safeguarding Policy and Safeguarding Code of Conduct.
- Must read the Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct.

SPENDING AUTHORITY: NA

WORKING CONDITION: Kathmandu with frequent field visits.

PERSON SPECIFICATIONS REQUIREMENTS:

Qualifications and Experience:

Bachelor's degree in social science, development studies or any relevant field with minimum 3 years of experience in organizational accountability, and social accountability initiatives in humanitarian or development sector.

Skills and Competencies:

- Knowledge and experience of accountability, safeguarding, and self-governance policies and practices.
- Experience of setting up and managing feedback and accountability system or framework within development sector.
- Strong analytical skills to assess intricate situations and provide recommendations for improvement.
- Excellent communication skills, both verbal and written, including sharing ideas and information, presenting findings and recommendations and expressing opinions with diverse stakeholders including community people, government, and partners.
- Familiar in humanitarian accountability principles, policies and tools and solid understanding of rights-based approaches to development and multi-sectoral approaches to development programming.
- Strong coordination, networking and advocacy skills including interpersonal and facilitation skills, especially while dealing with complaints and feedback showing cultural and ethical sensitivity.
- Computer skills, including knowledge of relevant software e.g. Microsoft office and others
- Ability to work in team
- Ability to contribute effectively to a culture that positively values the diversity of people, values and ideas within CARE Nepal
- Ability to generate commitment and build consensus among others and gain their support



Incumbent's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____