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| New CRS LogoCATHOLIC RELIEF SERVICES | New CRS Logo |
| Vietnam ProgramJob Description  |  |

**Job Title: MEAL Manager**

**Department/Location: Hanoi**

**Reports To:** **Country Manger**

**Context:**

Catholic Relief Services (CRS) is a US non-governmental organization that has been operating in Vietnam for nearly 20 years. CRS projects assist local counterparts to build capacity in the areas of Inclusive Education, promoting ICT for distance learning as well as for improving job situation for Vietnamese with disabilities, HIV/AIDS care and support, Disaster Risk Reduction and emergency preparedness and response. Reflecting our commitment to carry out quality programming to benefit the poor, we are now seeking a dynamic Vietnamese candidate for following position for our Program based in Ha Noi.

The Monitoring, Evaluation, Accountability and Learning (MEAL) Manager will assume responsibility for implementation of CRS agency MEAL policy and procedures in CRS Vietnam, ensuring full compliance across all projects. MEAL Manager will be in charge of developing and implementing the monitoring and evaluation system, leading the accountability and learning activities, managing system to address beneficiaries’ feedback and communications, ensuring high quality monitoring and accountability practices, and incorporating of learning at all stages of the program cycle. The MEAL Manager will coordinate with other CRS Program Managers to ensure the roll out of Program Quality (PQ) standards and initiatives, and significant support to new program development (including writing) and improving the MEAL system in the country program.

Under the supervision of the Country Manager, MEAL Manager will work with the Program Managers and other project staff and project partners to ensure full compliance with grants’ documentation requirements as per MEAL policy and procedures, communicate project successes to relevant stakeholders, prepare timely and accurate reports for dissemination in and outside of CRS, and provide technical support to staff and partners. The MEAL Manager will maintain productive relationships with the other program staff, as well as finance, HR & admin.

**Primary Responsibilities**:

The MEAL Manager will work closely with CRS Program Managers, project teams and partner staff to build the capacity of programming staff in developing high quality monitoring systems and tools to meet indicators set out in project proposals; provide significant input during proposal development and design stage, including writing the M&E proposals’ sections, to ensure that previous lessons learnt are incorporated into proposals; provide capacity building for CRS and partner staff. The ability to effectively work with program teams, taking a lead role as and when necessary and promote a learning environment is essential to the success of the post.

**Key Responsibilities:**

1. **Project Design and Proposal Development**
* Provide technical support to Program Managers and project staffs of all projects in the areas of DRR, Inclusive Education, Mine Risk Education and HIV/OVC system strengthening, including the design and implementation of assessments, gender analysis, stakeholder analysis, organizational capacity assessments, and other pre-proposal data collection and analysis.
* Provide technical support to develop and review Results frameworks/ProFrames, M&E plans, Indicator Performance Tracking Tables, analysis plans, baseline survey tools, and programming M&E tools.
* Provide leadership to the collation of lessons learned and best practices from previous and ongoing programming which captures the impact of activities, and ensure that these are incorporated into the design of new projects.
* Significantly contribute to the writing of donor proposals and reports including writing M&E sections, and provide strategic high level feedback throughout the development process
* Together with the Country Manager, lead the country pre-positioning process.
1. **Monitoring and Evaluation of Projects**
* Ensure that all programs comply with agency-wide MEAL standards / policies, and the CRS accountability framework
* Lead and ensure donor compliance on MEAL in the Inclusion of Vietnamese with Disabilities (IVWD) project, reporting system and data management. Together with project team members prepare/review IVWD project monitoring system and tools and prepare the MEAL binder.
* Together with project team members prepare/review project monitoring systems and tools and prepare MEAL binder including M&E calendar for all other projects.
* Develop TORs with the respective Program Managers, for M&E related consultants hiring processes, specifically related to the IVWD project**.**
* Lead the End of Project evaluation processes as per the Donor’s and CRS standards for all projects, including the IVWD project
* Provide frequent field visits to support and guide project staff and ensure quality implementation of M&E activities
* In collaboration with PMs, support the development of MEAL systems and tools that promote utilization and learning focused tools for data collection, analysis and sharing.
* Proactively support programming staff by compiling and analyzing data and facilitating learning-to-action discussions with CRS and partner staff. Ensure consistency of tools across all sectors / programs.
* Support the application of ICT4D for data collection for HIV/OVC project and documentation of best practices in the use of new technology.
* Lead regular M&E reflections sessions with programming teams to capture changes and needs in the field environment/context based on monitoring data, adjustments to M&E plans, and tools
* Support Program Managers use of M&E information for decision-making.
* Establish and maintain system for gathering and communicating /tracking project M&E data, including beneficiary numbers.
* In line with program requirements, produce high quality analysis reports from monitoring data.
* Ensure accurate and comprehensive beneficiary data tracing across all projects; ensure timely beneficiary data reporting to HQ ( during Year End and Annual Program Planning). Support programming teams to develop strong project tracking, record keeping and filing methodologies for all activities.
* Support programming staff to introduce participatory community level monitoring & evaluation systems and tools.
1. **Accountability & Learning**
* Document and share lessons learned, best practices and results from CRS Vietnam programming. This includes the preparation of donor success stories and other high quality program materials.
* Share relevant M&E resource materials with CRS and partners to promote a culture of learning
* Ensure that transparent high quality accountability mechanisms are in place for all programs, and that beneficiary feedback is adequately captured and responded to by programming teams.
* Actively participate in the CRS Vietnam, Subregional and Regional MEAL community of practice to share learning, resources, and support across offices
1. **Capacity-Strengthening**
* Develop and co-facilitate M&E workshops/training for staff and partners as needs are identified by Program Managers.
* Create opportunities to share country program, regional and CRS M&E tools, processes, and best practices.
* Regularly analyze adherence to regional and global CRS M&E standards, and find ways to increase compliance.
* Provide mentoring/accompaniment to CRS and partner staff to increase capacity

#### Emergency Response:

If CRS/Vietnam responds to disaster situations, staff may be called upon to support emergency operations. Willingness and flexibility to perform tasks other than described in this job description and work longer hours than normal as necessary to complete critical tasks is required.

**Key Working Relationships:**

### Internal: Country Manager, Program Managers, Project Officers and technical advisor for Partnership and Networking.

**External:** Local partner staff, community members, government, consultants, NGOs, donors, Regional Technical Advisor for MEAL, and CRS MEAL community.

**Professional Skills:**

* Master’s Degree in Economics / Development Studies / Statistics, or related field & experience
* Minimum 3-5 years of managerial experience with an NGO, preferably within an INGO with M&E responsibilities
* Excellent written and oral English and local language – demonstrable experience in writing proposals and reports in English
* Strong analytical skills
* Excellent data management (collection, entry, analysis and usage) skills in database use and management through Microsoft Excel and Access and database analysis applications like SPSS, STATA, EpiInfo etc.
* Demonstrated experience/high level of comfort developing qualitative and quantitative tools
* Demonstrated experience/ high level of comfort analyzing qualitative and quantitative data
* Experience with capacity strengthening and partnership building, with the capacity to empower staff through opportunities for growth, development and delegation of appropriate authority and responsibility
* Excellent planning and organization skills and experience with information management systems
* Supervisory experience and management and team building skills, especially in a multicultural setting
* Preference for ICT4D experience

**Personal/Other Skills:**

* Excellent inter-personal skills; demonstrating diplomacy and tact
* Values differences and recognizes exemplary performance
* Ability to provide opportunities for continuous learning
* Ability to motivate individual, team and department performance, and take necessary actions to improve
* Proactive and self-motivated approach to work, with an enthusiasm for learning and openness to adapting
* Willingness to spend 40% of time traveling in the field

**Note: List of responsibilities, professional and personal skills are considered indicative and not exhaustive; actual duties may differ or change depending on office and agency priorities at the time.**

**REQUIRED APPLICATION DOCUMENTS:**

* Curriculum Vitae in English, with names and addresses of three references (preferably former supervisors)
* Application Letter in English
* Copies of diplomas, certificates

Please send completed applications to:

Ms. Tran Thi Thu Hang

Administrative Officer

CRS, No 1 Alley 7, Nguyen Hong Street, Ba Dinh District, Ha Noi.

Or email: hang.tran@crs.org

Deadline for Applications: **13 June 2014**

***CRS is an equal-opportunity employer and does not discriminate on the basis of ethnicity, religion, sex, national origin, disability, or HIV/AIDs.***