



VACANCY ANNOUNCEMENT

Job Title: Complaint Feedback Mechanism Officer

Project Name: UNHCR 2025/Protection and Assistance Program for Refugees and IDPs in Iraq-Duhok

Vacancy Ref. NO: 98

Number of Vacancies: 1

Work Duty Station: Duhok - Harikar office

Applicants Residence: Duhok Governorate

Preferable Gender: male & female

Duration of Appointment: 1 Year

Expected Starting Date: 2025-01-09

Deadline for Submission: 2024-12-29

Type of Contract: Full-time

Working Hours: 7.5

Background:

Harikar NGO, a neutral, non-governmental, non-profit humanitarian organization established on May 30, 2004, is dedicated to fulfilling human and women's rights in Dohuk Governorate, as outlined in the Iraqi Constitution of October 15, 2005. Committed to the Millennium Development Goals, Harikar champions human rights and equality, aiming to achieve social justice, especially for marginalized groups. The organization has successfully implemented over 80 projects, partnering with renowned organizations like UNHCR, UNFPA, UNICEF, UNDP, Save the Children International, GIZ, IRC, NDI and IRD.

Job Overview:

The complaints and Feedback Mechanism-CFM Officer, under the direct supervision of the Community Based Protection-CBP Coordinator at Harikar NGO will oversee the day-to-day operation and management of the complaints, suggestions, and feedback of the targeted communities including Syrian and non-Syrian refugees and asylum seekers across Harikar Centres in camps and non-camp areas. The post holder will ensure Harikar and UNHCR's responsibility to the affected populations in terms of credibility and accountability.

Ensuring Accountability to Affected Population-AAP approach is taken into consideration by ensuring transparent, two-way communication with communities throughout the program cycle. Key duties include facilitating community participation in decision-making, managing feedback and complaints mechanisms, analyzing feedback to inform program adjustments, and supporting accountability initiatives to enhance trust, safeguard against corruption, and prevent sexual exploitation and abuse (SEA).

The CFM Officer will undertake the following tasks and responsibilities;

Scope of Work (Duties and Responsibilities):

- Constantly review and ensure CFM mechanisms, referral pathways, and service mapping are up to date and meet the required project objectives.
- Logging complaints and referring through relevant CFM channels dependent upon the nature and severity of the complaint.
- Refer the people we serve especially (PSNs) to the correct service providers as necessary, following the SOPs of the referral pathway prescribed by UNHCR and Harikar.
- Create and maintain a good relationship with other actors in the area to support the referral of cases and monitoring to ensure the feedback loop is closed.
- Ensure proper visibilities, complaints boxes, complaint forms, and digital complaint methods are in place at all Harikar stations for PoCs.
- Record and upload CFM) cases to a newly developed database according to the SOP and directives received from the CBP Coordinator.
- Identify other humanitarian actors in given locations and support the communication of available services and service providers to the community.
- Support the Outreach project, as well as other Harikar urban teams, to ensure and promote accountability to affected populations and to ensure compliance with humanitarian protocols.
- Constantly review and ensure Complaint Suggestion & Feedback Mechanisms (CSFM), referral pathways meet the required threshold.
- Uphold UNHCR and Harikar's code of conduct and ensure that all persons of concern are treated with dignity and respect, in accordance with humanitarian principles and human rights standards.
- Update the service map quarterly according to the changes that occur in the Service providers' projects.
- Liaise and coordinate with UNHCR and partners to help initiate, develop, and strengthen the two-way communications system and case referrals.
- Working closely with other units and partners (governmental and non-governmental) working at the One Stop Shop centres, and also coordinating with other CWC Community Centres that have been handed over to refugee Camp Management and government entities to conduct activities.
- The CFM Officer is the backup of CBP Coordinator in his/her absence.

Additional Duties and Responsibilities :

- Attend and participate in trainings, workshops, and other capacity-building exercises as required by the line manager;
- Ensure effective coordination with other Local Authorities, Community Leaders, Government, Agencies, and stakeholder in the Project Locations make sure that the projects are targeting appropriate population and activities are contextualized.
- Represent Harikar NGO in meetings and other events as required by Line Manager.
- Keep comprehensive data as per Harikar and UNHCR guidelines and SOPs
- Fulfil other duties as required by your line manager

Experince, Qualification and Skills:

- **Educational Qualifications:**

- Bachelor Degree in humanities and international relations, social sciences, humanitarian sciences or any other related field;

- **Professional Experience:**

- Highly desired – 2-3 years' experience in a similar position or field, should be able to report to UN agencies;

- **Skills:**

- Fluency in Kurdish, English languages, Arabic is an asset;
- Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds;
- Ability to handle confidential matters, meet deadlines, and work under pressure.
- Ability to travel to the field.
- Personal commitment, efficiency, flexibility, and drive for results.
- Excellent written and verbal communication skills in Fluent English, in addition to organizational skill.

Reporting, Supervision:

Reports to: CBP Coordinator.

Supervises: none.

Performance Evaluation: CBP Coordinator.

Expected Conduct:

- Ensure that confidentiality is always maintained when sharing data and information about persons of concern;
- Work with the Harikar/UNHCR team(s) in a cooperative and collaborative manner;
- Maintain cooperative relationships with partners;
- Maintain high professional and ethical standard when both on and off duty, including upholding the principles and practices set out in the Code of Conduct and adhering to international standards;
- Seek guidance and technical support when needed with “do no harm” principle being the priority at all times.

Commitment:

All Harikar staff are expected to demonstrate unwavering commitment to the **Core Humanitarian Principles** and the **Core Humanitarian Standards on Accountability and Quality Management**.

Staff must adhere to and implement all Harikar policies, guidelines, and checklists, which form an integral part of these ToRs. These include but are not limited to:

1. Harikar Operational Guidelines and Policies
2. Guidelines on Prevention of Corruption
3. Guidelines on Protection from Sexual Exploitation and Abuse (PSEA)
4. Harikar Code of Conduct
5. Checklist for Procurement Document Filing and Supporting Documentation
6. Child Safeguarding Policy

By aligning with these standards and frameworks, staff ensure the highest levels of professionalism, accountability, and ethical conduct in all aspects of their work.