



Job Description

Job Title	: Monitoring & Documentation Officer
Location	: Based in Cox's Bazar, Bangladesh
Department	: Program
Grade & Salary	: G-4, Consolidated BDT 71,325.00 per month (Festival Bonus, Health Insurance, and other admissible benefits as per project provision)
Contract Length	: Contractual position up to December 2023 (Strong possibility of further extension)
Responsible to	: Program Manager
Responsible for	: Project officer/Coordinator of partners and other staffs of partners
Other relations in HelpAge	: Field Coordinator, Nutrition Officer, I&R Officer, Sign Language Instructor, Finance and Admin Officer, Finance and Admin Manager, HR and Admin Officer of Cox's Bazar and Dhaka CO Office

Background:

HelpAge International (HelpAge) is an international NGO with a vision of a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. It is also a global network with over 100 affiliates working to support older people and promote their rights. HelpAge's programs are managed by a secretariat in London and Regional Offices in East Africa, Southern Africa, South Asia, East Asia, Middle East and Eurasia, and Latin America and the Caribbean.

Our Vision A world where every older person leads a dignified, healthy, and secure life.

HelpAge's goal is global change. The world we want where, every Older Person can say:

- I have the income I need
- I enjoy the best possible health and quality of life
- I am safe and secure, free from discrimination and abuse
- My voice is heard.

Humanitarian Context

Globally, around 15 per cent of the population are living with some kind of disability. An estimated 13 per cent of people worldwide are over the age of 60. More than 46 per cent of those who are over the age of 60 have a disability.

Humanitarian principles require that humanitarian assistance and protection are provided based on need, without discrimination. No one should be excluded from humanitarian action, either deliberately or inadvertently. Yet there is still limited capacity among humanitarian actors to fulfil this commitment. Discrimination based on disability, age and gender often combines with other forms of discrimination to deny older people and people with disabilities their right to assistance and participation in humanitarian action.

Bangladesh has one of the world largest humanitarian responses for the Refugee and is now in its 5th year of providing humanitarian assistance to the 913,660 Rohingya individuals, living in the 34 congested camps in two (Teknaf and Ukhiya) sub-districts under Cox's Bazar District. Out of the total Rohingya Refugee population, 9% are over 50 years or older¹ including 4% over 60². According to the REACH³ report, 12% of the total population has either a single or multiple disabilities, this number rises to 46% among the older people.

Since 2017, HelpAge International-Bangladesh and its two downstream partners have been providing humanitarian assistance to older people and person with disabilities addressing their critical needs. Providing technical support to other humanitarian actors to promote age and disability inclusive intervention in broader humanitarian programs.

To address the above problems, findings, and lessons learned through piloting this project, HelpAge and its downstream partners will implement a self-reliance project for Person with Disability and Older People through funding support of WFP. The Objectives of the proposed project to promote Disability, Age and Gender Inclusive Self-Reliance and Nutrition support program across the targeted Rohingya Camps. Major interventions are Self-reliance through skills, life skills, Nutrition, assistive products, and dignity kits for the targeted population. Support to disability and age inclusive humanitarian services and make those accessible to People with Disabilities and Older People, there need some other interventions. They are capacity building and technical support to other humanitarian actors. To provide input and technical support to improve accessibility of service facilities. HelpAge developed and currently practice real time digital data using Tab and generate Sex, Age and Disability Disaggregated Data (SADD) through web-based software.

The position will support the Monitoring and Documentation of the project activities. S/he will be responsible for the overall monitoring, data verification, data collection, compiling, documentation dissemination, storing and timely reporting to the Program Management, donors, and relevant stakeholders. Specifically, the Monitoring and Documentation Officer will oversee managing web-based MIS data.

Job Purpose

- *To manage Monitoring and Documentation activities for the assigned projects*
- *To manage and provide technical trouble shooting support on digital data collection, collation, and reporting.*

Major roles and responsibilities:

In Aspect of Monitoring Part:

- Plan and organize the activities related to monitoring and documentation to ensure the quality implementation of the project.
 - Monitor and follow up of the progress of the project and responsible for coordination, collection, and compilation of data on a regular basis and report to donor organization.
 - Collect and analyze the monitoring data and share with project management with valid recommendations to address the challenges.
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- Ensure smooth functioning of web-based data collection.
- Provide technical support on digital data collection through KoBo, ODK/MoDA.
- Develop and strengthen monitoring, inspection, and evaluation procedures.
- Monitor project activities and progress towards achieving the project output.
- Develop and implement the MEAL framework for monitoring of project activities.
- Monitor the delivery of secure and accountable Age Friendly services through Age Friendly Spaces (AFS) and outreach.
- Provide feedback to the Project Manager on project strategies and activities.
- Assist Program Manager with coordinating partner requests for technical support.
- To ensure effective collaboration with and support to HelpAge's local partner organizations
- To represent HelpAge with government authorities, donors, different organizations etc. regarding the WFP emergency project
- To cooperate with HelpAge communications team to ensure effective public communication on the project.

In Aspect Documentation Part:

- Ensure documentation on case studies, best practices, field experiences, newsletters, e-bulletins, positive changes in beneficiaries' lives and other advocacy material.
- Support all co-staff to collect and manage the data and information related to the project activities. Ensure reports & findings are communicated effectively through close collaboration with the project team.
- Provide training, guidance, and support to project staff for utilizing monitoring tools, technique, and calendar.
- Assist the Program Manager in preparing relevant reports.
- Provide input and update information related to project.
- Assist in conduction of study/research in responsible project and lead various surveys.
- Documentation of significant achievements and gather earnings, challenges, and field experiences to set recommendations.
- Prepare and ensure timely and accurate monitoring, programmatic and periodic reports for the donor agency.
- Attend various internal and external meetings, seminars, and workshops that are relevant to the project.
- Develop computer-based monitoring and documentation systems, using KOBO, ODK, SPSS etc.
- Perform any other related duties or responsibilities that may be assigned by the organization and donor agency.

Extent of Authority:

The Monitoring & Documentation Officer will report to the Program Manager of the project. S/he will have direct responsibility for providing technical support to the disability inclusive humanitarian response project.

Other features of the job

The post-holder will be based in Cox's Bazar and will be expected to travel in field locations as 70% time and when necessary.

Safeguarding Responsibilities:

Responsible for:

- Preventing harm and abuse from our people, operations, and programmes to anyone that encounters our work.
- Report all safeguarding incidents they see, hear, hear about or suspect, using our internal reporting mechanism.
- Complying with all safeguarding framework policies and practices.
- Completing mandatory training courses relating to our safeguarding policy framework and comply with HR vetting procedures.
- Reporting and responding to safeguarding incidents reported to them by anyone connected with our work, using our internal reporting mechanism.
- Supporting staff to embed safeguarding measures in their role.

For Field visit/Movement:

- Reducing the risk of harm and abuse in the field.
- Involving communities in the design of programmes and complaint response mechanisms, be responsible for implementation and review.
- Attending specialist field training on safeguarding as required.
- Maintaining maps of support services for survivors.
- Receiving and responding to complainants/survivors and ensuring that no further harm is done, following a survivor-centred approach, using the principles of psychological first aid, and signposting to relevant local services as needed.
- Reporting all safeguarding incidents, they become aware of.

Program Management:

- Designing, implementing, managing, and reviewing safe programming that assesses risk and implements mitigation measures to reduce the risk of harm and abuse to all people that encounter our work, whether from people, operations, or programmes.
- Ensuring that communities and beneficiaries are consulted on the design of community response mechanisms and know how to report safeguarding concerns.
- Contributing to the work of Safeguarding Committees in embedding safeguarding in the working culture.
- Undertaking safeguarding investigations as required.
- Making downstream partners accountable for their safeguarding and ensuring training is completed and safeguarding incidents escalated to our Board.

Person Specification:

Experience:

Essential

- **Demonstrated at least 03 years' experience in relevant field specially INGO/NGO.**
- Experience or working knowledge of ageing and the issues facing older people in humanitarian crises.
- Proven experience in facilitating MEAL activities especially data collection, analysis, evidence-based report, survey/research etc.

Skills & Abilities

Essential

- Excellent facilitation skills in capacity building training for community people and of relevant project stakeholders.
- Ability to mobilize and negotiates with a wide range of people and organisations.
- Excellent relationship and team building skills.
- Ability to work under pressure and meet deadlines.
- Ability to manage multiple and complex tasks regarding community issues.
- Ability to presentation skills and in writing quality reports and evidence-based documents (in English & Bangla).

Desirable

- Competent IT skills, including experience of MS Word, Excel, Access, and PowerPoint
- Fluency in Chattogram Colloquial language especially in sign language

Personal qualities

Essential

- Commitment to equality opportunities
- Commitment to the Humanitarian principles
- Excellent community problem-prevention and problem-solving quality
- Multitasking and stress handing capacity
- Target oriented, proactive, and flexible approach

Education & Knowledge

Essential

- ***Bachelor of Degree in any discipline especially Social Science / IT or Any other relevant subject***

Desirable

- Adequate knowledge in work with Person with disability and older people in humanitarian response
- Experience or working knowledge of disability and ageing in humanitarian crises.

NOTE

This job description is intended as guidance and should not be viewed as inflexible as it may vary from time to time in the light of strategic development of HelpAge program objectives.