



Job Description:

Company: International Medical Corps.

Job Title: Accountability and Effectiveness Assistant

Contract type: Full Time

Duty Station: Syria- Damascus (Main Office)

Number of Vacancies: 1

Application Closing Date: October 18 ,2026, 4:00PM.

JOB SUMMARY

The Accountability and Effectiveness (A/E) Assistant supports the A/E team to ensure accountability mechanisms are in place at the country level, and that they are being implemented across all programs to fulfill IMC's minimum accountability standards, especially regarding community engagement (including information sharing, beneficiaries' meaningful participation, and feedback and complaints handling). This position also supports the A/E team to ensure protection mainstreaming mechanisms are implemented across all programs, ensuring that IMC programs are safe, effective, and accountable, and that these programs adhere to the four main principles of Protection Mainstreaming in all programs

With the support of the A/E Manager, the Assistant will be the primary person responsible for collecting and documenting feedback and complaints received through the country Community Based Feedback and Response Mechanisms (CBFRM). Additionally, this position will provide daily/weekly/monthly reporting on feedback and complaints and analysis on the utilization of various channels to their supervisor.

To perform this job successfully, an individual must be able to perform each essential function with or without reasonable accommodation.

MAIN TASKS AND RESPONSIBILITIES

Policies, Guidance, and Procedures

- Support the A/E Manager and A/E Officer for reporting on AAP and CHS commitments.
- Contribute to the creation of a positive image and overall credibility of the organization, notably through the application of the Code of Conduct, humanitarian principles, and the 9 Core Humanitarian Standard (CHS) commitments.

Safe and Accountable Programming Initiatives

- Support A/E Manager and A/E Officer in the development of guidance to support country teams to establish/improve community-based communication plans to ensure systematic information sharing/communication with affected communities throughout the programming cycle, ensuring that affected populations can make informed decisions about the assistance they receive and be able to hold humanitarian actors to account from programmatic commitments, the expected behavior of humanitarian actors, and rights and entitlements inherent in humanitarian action.

- Support A/E Manager and A/E Officer in the development of information sharing/communications plans and tools for disseminating messages to crisis-affected communities in simple, easily understood terms, and accessible and preferred languages and formats.
- Participate in routine solicitation and collection of beneficiary feedback regarding IMC's activities and stated commitments.
- Support programs and operations to adopt approaches to ensure protection mainstreaming.

Project Design and Planning

- Support country offices to conduct protection risk assessments for affected populations, ensuring that program teams properly identify risks and generate mitigating measures, and to maintain an updated Protection Mainstreaming Action Plan.
- Support the completion of complementary AAP analysis/assessments, including, but not limited to stakeholder analysis, communication needs assessment, and community consultations.

Project Implementation

- Support A/E Manager and A/E Officer in ensuring that AAP data is collected routinely throughout the project cycle (not just at project mid and endpoints, enabling corrective action).
- Support A/E Manager and A/E Officer in ensuring tools and systems are in place for learning and decision making on the needs of crisis-affected groups, including disaggregation of all data, development of mainstream and specific indicators, specific research questions, and targeted recommendations in reports.

Community Based Feedback and Response Mechanism

- Support A/E Manager and A/E Officer in maintaining local CBFRM, a systematic process to capture, monitor, resolve, and respond to feedback and complaints from crisis-affected communities.
- Support the A/E Manager and A/E Officer with the implementation of methodologies to consult communities on their preferences based on the operational context.
- Facilitate the solicitation and receipt of beneficiary feedback on the quality of IMC programs through dedicated channels and raise awareness of the channels among fellow staff and within the communities with which IMC works.
- Receive feedback regularly from field offices through various channels (feedback boxes, WhatsApp, email/phone hotline, help desks, etc.) act as Focal Point for the hotline, and enter data promptly into the central CBFRM database.
- Conducting frequent field visits to implementation sites to collect feedback, conduct awareness raising on CBFRM, monitor data collection and ensure proper placement of suggestion boxes and signage in supported facilities.
- Support A/E Officer in maintaining and updating the CBFRM database, tracking all feedback and complaints from point of receipt through closure.
- Support A/E Officer in reviewing, categorizing, and referring feedback to relevant internal departments and external service providers.
- Support A/E Officer in processing all feedback/complaints and following up with relevant departmental focal persons to ensure that beneficiary complaints and feedback are properly addressed.
- Support A/E Officer to ensure that complaints are systematically responded to, explaining IMC actions/decisions to resolve issues are communicated back to the individual/community who raised them.
- Provide A/E Officer with reports on the status of the feedback system, caseload, and recommendations.

Data management systems

- Enter data promptly and accurately into the CBFRM central database.
- Ensure central CBFRM database is maintained, and data is analyzed for trends and disseminating findings.

Perform other duties as assigned. The duties and responsibilities listed in this document are representative of the nature and level of work assigned and not necessarily comprehensive.

MINIMUM QUALIFICATIONS

- Typically, a diploma in social sciences, public health, statistics, or international development, with experience or background in accountability to affected population, protection mainstreaming, and/or safeguarding. An equivalent combination of relevant education and experience may be substituted as appropriate.
- Typically, a minimum of 2+ years of applied experience with a humanitarian organization and working with refugees/IDPs in humanitarian settings.
- Demonstrated basic knowledge of accountability mechanisms.
- Demonstrated strong experience with database entry and management.
- Excellent understanding of the local context.
- Personal and organizational skills, including time management and the ability to meet deadlines.
- Ability to follow up with different departments.
- Should be highly computer literate, with a good level of proficiency in Microsoft Office applications including Word, PowerPoint, Excel and Outlook.
- Effective communicator, active learner, team player, and able to work effectively with people from various groups and backgrounds.
- Demonstrated understanding of data collection methods.
- Good-level English proficiency (Speaking – Reading – Writing)
- Arabic native proficiency (Speaking – Reading – Writing).

○ **Ethical Conduct at International Medical Corps:**

As part of a global, humanitarian team dedicated to saving lives, easing suffering, and building self-reliance, International Medical Corps staff are responsible for adhering to our *Code of Conduct and Ethics* and for knowing and abiding by International Medical Corps policies and standards. All staff play a vital role in preventing violations of our *Code of Conduct and Ethics*, including conflicts of interest, fraud, corruption, and any kind of exploitation or abuse. International Medical Corps is also committed to providing a safe and healthy work environment free of harassment, bullying, and other misconduct, enabling staff to build and maintain professional, respectful working relationships.

International Medical Corps prioritizes safeguarding the populations with whom we work from exploitation, neglect, or abuse of children and adults at risk, and/or any form of trafficking in persons. International Medical Corps is committed to engaging members of crisis-affected communities to participate in meaningful ways in a crisis response, including making informed decisions about the assistance they receive, mitigating potential risks, and holding us accountable for the commitments we make. All staff are expected to support International Medical Corps' culture of accountability toward our stakeholders, particularly the crisis-affected communities and individuals we serve.

As part of International Medical Corps' commitment to a speak-up culture and as one of the primary ways we collectively hold ourselves accountable for complying with the ethical principles and standards of conduct outlined in the *Code of Conduct and Ethics*, all staff are required to report suspected or actual misconduct or violations of organizational policies. Our *Code of Conduct and Ethics* and *Whistleblower Policy* prohibit any form of retaliation against whistleblowers or individuals who report a concern in good faith. Staff who violate these protections may be subject to disciplinary action, up to and including termination of employment or contractual relationship with International Medical Corps.

○ **About us:**

Humanitarian, nonprofit organization dedicated to saving lives and relieving suffering through health care training and relief and development programs.

International Medical Corps is proud to provide equal employment opportunities to all employees and qualified applicants without regard to race, color, religion, sex, sexual orientation, national or ethnic origin, age, disability or status.

International Medical Corps never asks job applicants for a fee, payment, or other monetary transaction.

If you are asked for money in connection with this recruitment, please report to International Medical Corps at the website for reporting misconduct : www.InternationalMedicalCorps.ethicspoint.com

**Please do not submit your CV or application to this website; it will not be considered for review.
WOMEN ARE STRONGLY ENCOURAGED TO APPLY.**

This position is urgently required, and recruitment will be conducted on a rolling basis. Interested candidates are encouraged to apply as soon as possible, as the vacancy may be filled before the closing date.

To apply for this vacancy please click on the following link and fill in the required information:

Damascus :

<https://enketo.ona.io/x/hbyWd9eU>