



## Accountability Officer - Damascus (Subject to donor approval)

### Who are we?

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunities for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and – whenever possible – for the fulfillment of the wish to return home. The Danish Refugee Council was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced. All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

### DRC Syria

DRC has been operating in Syria since 2008, initially responding to the Iraqi refugee crisis before pivoting to a full-scale response to the Syria crisis from 2011 onwards. Our work encompasses the full cycle of displacement—responding to life-saving humanitarian needs and supporting community recovery until durable solutions can be achieved. DRC Syria takes an area-based approach to supporting internally displaced persons (IDPs), returnees, and host communities across our key sectors: Economic Recovery and Resilience, Protection, WASH, Shelter and Infrastructure, and Humanitarian Disarmament and Peacebuilding (including Humanitarian Mine Action). With an established rapid response mechanism, DRC can rapidly respond to emerging crises and shocks to meet acute emergency needs. Recognizing the significant need for early recovery and resilience programming to ensure dignified, sustainable, and cost-effective solutions for fragile communities, DRC's programmes foster resilience for individuals and communities in situations of protracted displacement and during the initial stages of post-conflict recovery, towards a durable solution of their choice. With active portfolios in neighboring countries of Jordan, Lebanon, Türkiye and Iraq, DRC offers a cross-border, regional response to the Syria crisis, through cross-border protection monitoring, advocacy, and trends analysis.



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**APPLY FOR POSITION**

**Application due:**  
5/31/2026

**Workplace:**  
Damascus, with 10% travel to other locations in Syria

**Department/Country:**  
Syria

**Contract type:**  
National contract

**Homepage:**  
[drc.ngo](http://drc.ngo)

**ABOUT DRC**

Founded in 1956, DRC Danish Refugee Council is Denmark's largest, and a leading international NGO. We have continuously been ranked as one of the best NGOs in the world - and are one of the few with a specific expertise in forced displacement. In around 30 countries, we protect, advocate and build sustainable futures for refugees and other displacement-affected people and communities.

### **Overall purpose of the role:**

The Accountability Officer based in Damascus will oversee the overall implementation of Accountability to Affected Population (AAP) and mainly the Community Feedback Mechanism (CFM) at the country level throughout receiving, documenting, and processing complaints receiving through different channels in line with the country-level and global standard operating procedures (SOPs).

### **Responsibilities:**

#### ***Information Sharing and CFM Handling Process:***

- Maintain and update content for CFM awareness-raising and support in the design of appropriate awareness materials e.g. posters, brochures and business cards and make sure they are disseminated by all means to the public and accessible to different demographics.
- Conduct regular Code of Conduct (CoC), Community Feedback Mechanism (CFM), and Core Humanitarian Standard (CHS) trainings for DRC staff and partners.
- With support of the MEAL manager, continually aim to improve information sharing and participation with communities, support the design and roll out of innovative methods that increase the engagement and participation of persons of concern and stakeholder at DRC Syria.
- Supervise the day-to-day functions of the CFM and ensure the timely entry of all feedback received from beneficiaries/stakeholders into the CFM database. Ensure that all non-sensitive feedback should be directly referred to the DRC designated colleagues for internal and external follow-up when required. Also, ensure immediate referral of protection related concerns and sensitive feedback according to the DRC CFM workflow.
- Develop regular CFM reports and ensure it is shared with relevant staff.
- Provide narrative updates on AAP activities in contribution to donor and other internal reports.

#### ***General Support to DRC MEAL System:***

- In support of proposal development, support the MEAL Manager to identify the budget/resources needed the establishment and maintenance of AAP systems and activities.
- In collaboration with the Area Managers and accountability focal points in the field, closely monitor AAP materials stocks and expenditure on accountability budget lines.
- Support the MEAL Manager in the updating of a mission-wide Accountability Framework and/or relevant AAP standard operating procedures (SOPs).
- Ensure that relevant accountability SOPs are up-to date, translated into Arabic, and shared with all relevant DRC staff.
- Support the CHS self-assessment and contribute to the preparation the resulting accountability improvement plan (AIP).
- Support the MEAL Manager to draft the accountability portion of proposal narratives.
- Support the MEAL Specialists in generating lessons learned from the CFM to be incorporated during the periodic learning events.
- Carry out additional responsibilities and project tasks as assigned by the MEAL Manager.

#### ***Capacity Building:***

- Coordinate and liaise with DRC staffs and partners to improve accountability practices generally and CFM accessibility for program participants, including establishing a broad understanding of the full function of the CFM amongst the communities we work with, DRC staff, partners, and suppliers.
- Conduct visits to the DRC and partners' operation areas and ensure relevant program staff are refreshed on accountability principles by organizing CFM sessions as needed.
- Lead the capacity building of DRC partners on CFM procedures and proactively identify training needs of DRC staff and partners and contribute to the development on new training materials as needed related to AAP. This includes providing ongoing support in the development, implementation, and improvement of their system.

#### ***External and Internal Coordination***

- Participate in external AAP Working Groups.

Perform other duties as directed by the MEAL Manager

### **Experience and technical competencies:**

- A minimum of two year of experience in working in a relief or development NGO in a similar role.
- Previous experience working in accountability.
- Previous experience conducting trainings and delivering capacity building.
- Excellent communication skills in Arabic and English.
- Ability to communicate key information in an easy to understand, informative and collaborative manner.
- Good contextual knowledge of local community and social/cultural constraints, realities and organizational relationships.

- Strong organization, planning, and time management skills.
- Genuine care and respect for needs of others, practically vulnerable populations with strong belief in empowering marginalized and disenfranchised people.
- High integrity and willingness to conduct her/himself transparently and open to scrutiny.

**Education:** Bachelor Degree in business administration, social work, social sciences, humanities or other relevant discipline is required.

**Languages:** (indicate fluency level)

- Fluent in written and spoken Arabic.
- Good command of English, written and spoken.

*In this position, you are expected to demonstrate DRC' five core competencies:*

- **Striving for excellence:** You focus on reaching results while ensuring an efficient process.
- **Collaborating:** You involve relevant parties and encourage feedback.
- **Taking the lead:** You take ownership and initiative while aiming for innovation.
- **Communicating:** You listen and speak effectively and honestly.
- **Demonstrating integrity:** You act in line with our vision and values.

**We offer:**

- **Contract length:** 6 months (Extension based on performance and funds)
- **Salary Level:** H (in accordance with the DRC's salary scale)
- **Location:** Syria - Damascus
- **Expected Start Date:** 1 July 2026

### Application process

Interested? Then apply for this position here: [Talentech - Accountability Officer - Damascus \(Subject to donor approval\) - Application Form](#)

All applicants must send a cover letter and an updated CV (no longer than four pages) **in English**. Both must be in the same language as this vacancy note. **CV only applications will not be considered.**

Applications closes on **31 May 2026**

Need further information? For further information about the Danish Refugee Council, please consult our website [www.drc.org](http://www.drc.org)

### DRC as an employer

By working in DRC, you will be joining a global workforce of around 6000 employees in approximately 30 countries. We pride ourselves on our:

- Professionalism, impact & expertise
- Humanitarian approach & the work we do
- Purpose, meaningfulness & own contribution
- Culture, values & strong leadership
- Fair compensation & continuous development

DRC's capacity to ensure the protection of and assistance to refugees, IDP's and other persons of concern depends on the ability of our staff to uphold and promote the highest standards of ethical and professional conduct in relation DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment. DRC conducts thorough and comprehensive background checks as part of the recruitment process.

**If you have questions or are facing problems with the online application process, please visit [drc.ngo/jobssupport](http://drc.ngo/jobssupport).**

***Danish Refugee Council is an equal opportunity employer and we consider all applicants based on individual merit and qualifications, regardless of personal characteristics or attributes. We are committed to increasing the diversity of our workforce, aiming for a 50% balance of men and women in management roles and ensuring that at least 50% of management roles are filled by national staff. We recognize that a diverse and inclusive team is crucial for achieving our organizational goals and making a positive impact on the communities we serve.***



About DRC

DRC Dansk Flygtningehjælp

03:07

Apply for position

