

# WASH PROGRAM ASSISTANT

**Location:** Idleb

**Position Status:** Full-time, Regular

**Salary Level:** As per salary scale

***[\*Contingent to donor Funding\*]***

## **About Mercy Corps**

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action, helping people triumph over adversity and build stronger communities from within. Now, and for the future.

## **Program / Department Summary**

Mercy Corps seeks to alleviate suffering, poverty, and oppression around the world. We recognize that instances of sudden change within a country or region are rare moments to enact significant, lasting change. Mercy Corps, with its global experience working in countries undergoing major transitions, brings knowledge, expertise, and strong management skills to position the agency as a partner of choice for progressive change in Syria. Mercy Corps has been operational in Syria since 2012 as a leading agency implementing triple nexus programming in one of the world's most complex humanitarian crises. Millions of Syrians remain displaced, essential services are degraded, and communities struggle with economic collapse, food insecurity, and limited access to healthcare, water, and protection services. At the same time, localized stability in some areas has created opportunities for early recovery and transition.

Mercy Corps humanitarian and development bridges emergency response with resilience-oriented approaches, ensuring that lifesaving assistance continues while communities begin to rebuild systems, livelihoods, and social cohesion. Mercy Corps is expanding its scope of programming to accelerate a shift by fast-tracking critical support and strengthening local capacities for a sustainable humanitarian transition. Mercy Corps' focus is to rapidly deliver lifesaving assistance to crisis-affected populations in Syria while enabling a strategic humanitarian reset that strengthens local systems, enhances resilience, and supports a transition toward early recovery and stabilization.

## **General Position Summary**

The WASH Assistant, under the supervision of the Program Officer, will support the implementation and monitoring of Mercy Corps' water infrastructure activities in target IDP and host communities across Idleb Governorate. The position will focus on Infrastructure rehabilitation, operation, and maintenance of water supply systems, Hygiene promotion, including follow-up on contractor performance, verification of technical works, and engagement with local authorities and community water committees.

S/he will spend most of time in the field, supporting day-to-day oversight of infrastructure works, monitoring water quality, and ensuring compliance with technical standards and environmental safeguards. S/he will also facilitate training and capacity building for local water operators and community structures, promote community participation in water management, and ensure that activities are

implemented in a safe, inclusive, and accountable manner. The WASH Assistant will collect field data, identify emerging needs, and provide timely reporting to management, contributing to the effective delivery and sustainability of water interventions in the targeted communities.

## **Essential Responsibilities**

### **1. WASH program implementation:**

- Coordinate closely with the Program Officer to plan, implement, and monitor water infrastructure activities in host communities.
- Conduct technical site assessments, identify priority needs, and prepare designs, technical specifications, and cost estimates for rehabilitation works.
- In collaboration with the Program Officer, develop, update and maintain work plans and implementation schedules, ensuring activities progress in line with project objectives and timelines.
- Support construction and rehabilitation works, ensuring compliance with approved BoQs, designs, safety, and quality standards.
- Verify completed works and prepare documentation for certification and payment processing

### **2. Field Monitoring and Implementation Support**

- Conduct regular field visits to monitor the progress and quality of water infrastructure rehabilitation and maintenance works in project location.
- Verify that construction and installation works are implemented according to approved designs, technical specifications, and safety standards.
- Support the Program Officer in supervising contractors on-site, documenting progress, identifying challenges, and proposing practical solutions for timely implementation.
- Conduct spot checks on materials and quantities delivered to ensure consistency with Bills of Quantities (BoQs) and work plans.
- Follow up on the functionality of rehabilitated systems and report any operational or maintenance issues observed in the field.

### **3. Community Engagement and Coordination**

- Support awareness sessions or meetings to explain project objectives, progress, and maintenance responsibilities to communities.
- Facilitate communication between contractors, community members, and Mercy Corps to address field-level concerns and maintain trust.

### **4. Reporting and Documentation**

- Prepare weekly field reports summarizing activity progress, site observations, community feedback, and challenges.
- Ensure accurate documentation of field activities, including attendance sheets, photos, and progress tracking tools.
- Maintain organized and updated project files (hard and soft copies) in coordination with the Program Officer.

## 5. Compliance and Safety

- Ensure that all activities adhere to Mercy Corps' safety, quality, and environmental standards as well as Cluster and donor guidelines.
- Immediately report any security incidents, safety hazards, or access issues encountered during field visits to the Program Officer.

## 6. Other Duties

- Coordinate logistical and administrative support for WASH activities as requested by the Program Officer.
- Support the facilitation of training sessions or capacity building for community water operators when required.

### **Accountability:**

**Supervisory Responsibility:** None

**Reports Directly To:** Program Officer

**Works Directly With:** Program team, PaQ team, Operations team, Safety & Security teams operating in Idleb governorate.

### **Accountability to Participants and Stakeholders**

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

### **Minimum Qualification & Transferable Skills**

- Willingness and ability to perform regular fieldwork in Activity sites.
- Minimum of one year of experience in WASH infrastructure, construction monitoring, or community water system rehabilitation.
- Technical diploma or BA in civil engineering, water resources management, environmental engineering, public health, or other relevant fields.
- Experience in community engagement, coordination with local councils, and/or implementation of infrastructure projects with NGOs or local authorities.
- Demonstrated ability to monitor contractors' work and report on progress using clear and accurate documentation.
- Strong problem-solving and communication skills, with the ability to liaise effectively between community members, contractors, and Mercy Corps teams.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook) and familiarity with data collection tools (e.g., Okta, ODK) is an asset.
- Ability to conduct oneself with professionalism, sensitivity, and respect toward local communities and colleagues.

### **Success Factors**

The successful WASH Assistant will have excellent communication and interpersonal skills, demonstrated attention to details, and will be committed to work in the field conditions, with limited access to resources. The WASH Assistant will be highly motivated, with initiative and capable to work without direct supervision. S/he will be willing to conduct field travels and work in an ethnically and culturally diversified, fast-growing team.

Finally, the WASH Assistant will be Gender Equality, Diversity, Safeguarding & Inclusion (GEDSI) champion, and an active advocate of Mercy Corps Syria's organizational commitments: Climate-smart; Evidence-driven and Locally-led

### **Ongoing Learning**

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development

### **Team Efficiency and Effectiveness**

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work.

We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

### **Equal Employment Opportunity**

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

### **Safeguarding & Ethics**

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

**Personal Consent:**

The organization collects your personal data for the purposes of managing the organization's recruitment related activities as well as for organizational planning purposes globally. Consequently, the organization may use your personal data in relation to the evaluation and selection of applicants including, for example, setting up and conducting interviews and tests, evaluating and assessing the results thereto and as is otherwise needed in the recruitment processes including the final recruitment. The organization is an international organization consisting of multiple affiliated companies in various countries. The organization has international sites and uses resources located throughout the world. Your data may be held on secure platforms globally, including outside of the EU. All personal data whether relating to recruitment or employment, is held on a secure platform and system which is subject to regular testing and audit. Unless stated in the job description that the post involves other organizations with which the information will be shared as part of the recruitment process, your personal data will only be shared with third parties where consent is given.

The organization participates in the Inter-Agency Misconduct Disclosure Scheme (the "Scheme") ([www.schr.info/the-misconduct-disclosure-scheme](http://www.schr.info/the-misconduct-disclosure-scheme)). Accordingly, we request information from a job applicant's previous employer(s) about any investigations which found that the applicant committed sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents of misconduct under investigation when the applicant left employment. By applying, you confirm your consent to the organization collecting your prior employment history under the Scheme as part of the application process. Your data will be stored for up to four years.

**Important Notice:** Mercy Corps never charges candidates any fees at any stage of the recruitment process. If you are asked to make a payment for a job opportunity claiming to be from Mercy Corps, it is a scam.

All official communication from Mercy Corps will come from an **@mercy Corps.org** email address. We do not contact candidates via Gmail, Yahoo, WhatsApp, or other unofficial channels.

If you receive a suspicious job offer, please report it to us immediately.

**HOW TO APPLY:**

Interested candidates can follow the links below to fill in their information and attach CVs not later than

**April 25, 2026:**

[WASH Program Assistant](#)

Organization reserves the right to accept or reject any or all CV(s) without assigning any reason.

Only short-listed candidates will be contacted for the interview.