



HUMANITARIAN RESPONSE COORDINATOR

Location: Idleb.

Position: Status full time, Regular

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 Humanitarian response coordinator will work under the supervision of the Program Manager, and will be responsible for the overall coordination, quality assurance, and technical oversight of WASH, Food Security and Cash Voucher Assistance (CVA) interventions implemented in IDP camps and host communities across target locations in Idleb governorate.

S/he will provide direct supervision and technical guidance to field implementation teams and contractors, oversee planning and monitoring of infrastructure rehabilitation works, distributions and ensure strong collaboration with local authorities, technical directorates, and community committees. The position will also play a key role in strengthening coordination with external actors (e.g., Clusters, other OCHA implementing partners, and local authorities) to ensure complementarity, accountability, and sustainability of water interventions. The role requires proactive leadership, strong communication and coordination skills, and the ability to manage multiple teams and partners remotely while maintaining a high standard of program delivery.

Essential Job Responsibilities

1. Technical Leadership and Planning

- Lead the planning, design, and technical oversight of multiple sectoral programming i.e WASH, Food security and Cash Voucher Assistance, ensuring alignment with sector standards and donor requirements.
- Provide oversight in conducting and validating technical assessments, designs, and BoQs, ensuring quality, accuracy, and cost-efficiency.
- Liaise with technical teams to review and approve engineering specifications and procurement packages in coordination with the Procurement and Operations teams.
- Provide technical guidance and mentorship to program teams, ensuring consistent quality and standardization of all field activities.

2. Implementation and Quality Assurance

- Oversee the implementation of all WASH infrastructure activities, ensuring timely delivery, adherence to approved technical standards, and compliance with safety and environmental requirements.
- Supervise contractors through regular field visits, verifying progress, workmanship, and adherence to project timelines.
- Ensure robust monitoring systems and quality-control mechanisms are in place, including certification of completed works and preparation of technical completion reports.
- Ensure that all activities are implemented in line with Mercy Corps' SOPs and WASH Cluster guidelines.

3. Coordination and Representation

- Maintain active coordination with local water authorities, committees, and the Directorate of Water Resources, ensuring complementarity and sustainability of interventions.
- Represent Mercy Corps in Cluster and relevant coordination forums (WASH, FSL and CWG), contributing technical inputs and sharing progress updates.
- Coordinate closely with other OCHA funded actors to prevent duplication and strengthen synergy within with 2026 Fast-track allocation.

4. Team Management and Capacity Building

- Supervise and mentor program teams WASH Officers, WASH assistants and MPC Assistants, ensuring technical and professional growth.
- Develop and deliver hands-on training for field engineers, community committees, and local technicians on system operation, maintenance, and water safety.
- Promote a culture of learning and knowledge sharing across teams.

5. Contract and Financial Oversight

- Oversee WASH contractors' performance and compliance with contractual obligations, including safety, quality, and environmental standards.
- Support procurement processes through technical review of tenders, bid evaluations, and supplier selection, ensuring value for money and transparency.
- Forecast monthly financial needs for infrastructure works and track budget utilization to ensure spending aligns with approved budgets.

6. Program Quality, Monitoring, and Reporting

- Ensure systematic collection and validation of technical data and progress reports from the field.
- Contribute to monthly, quarterly, and donor reports, ensuring accuracy of technical inputs and inclusion of lessons learned.
- Work closely with the Program performance and quality department on monitoring frameworks, TPMs, and post-implementation assessments.
- Document best practices and lessons to inform future program design and improve sustainability.

7. Safety, Compliance, and Accountability

- Ensure all activities comply with Mercy Corps' security procedures, especially during field movements and construction supervision.
- Maintain compliance with donor and internal procurement, finance, and safeguarding standards.
- Promote community feedback mechanisms and ensure inclusion of vulnerable groups, including women and persons with disabilities, in WASH interventions.

Knowledge and Experience

- University degree from a recognized university in Engineering (Civil or Mechanical or Architectural Engineering), Development Studies and other related.
- Minimum of five years of progressive experience in the Program design, implementation, and supervision of WASH, Food Security and CVA projects, preferably in humanitarian or early recovery settings.
- Knowledge of Emergency WASH supply, sanitation, Hygiene promotion and infrastructure rehabilitations.
- Ability to align WASH, Food Security, and CVA interventions with inter-sector priorities and humanitarian response plans while ensuring coherence, principles, and well-coordinated action across Idleb Governorate.



- Experience with Humanitarian donors such as OCHA & and ECHO funded programs, with an adept understanding of Humanitarian principles.
- Proven experience in water network rehabilitation, pumping systems, and infrastructure quality assurance, including development and review of BoQs, technical drawings, and construction tenders.
- Demonstrated capacity in team supervision, partner coordination, and contractor management in complex operational environments.
- Solid understanding of national water standards, WASH, FSL and CVA sector guidelines, and approaches.
- Demonstrated ability to meet deadlines and work independently and cooperatively with team members in a cross-cultural environment.
- Excellent analytical, reporting, and organizational skills, with ability to manage multiple priorities under tight deadlines.
- Proficiency in AutoCAD and other engineering design software, as well as MS Office applications (Word, Excel, and Outlook).
- Fluency in Arabic and excellent English language (spoken and written).

Supervisory Responsibility: WASH Officer, and program Assistants (WASH, and MPCT).

Accountability

Reports Directly To: Humanitarian Response Program Manager

Works Directly With: WASH Officer, Grants manager, PaQ team, Security Team, CARM team, operations, HR and Finance teams

Success Factors

- Strong multi-tasking, organizational, prioritization and problem-solving skills are necessary.
- Accuracy and attention to details are necessary.
- Demonstrated ability to work quickly, accurately, meet deadlines, and process information in support of changing program activities is necessary.
- Ability to manage and coordinate with different members/levels of a team.
- Ability to work in remote project environment.
- Strong communication, people management and partnership skills.

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.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

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). 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 link below to fill in their information and attach CVs not later than **April 25, 2026:**

[Humanitarian Response Coordinator Idelb](#)

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.