



Job Specification:	Safeguarding and Complaints Coordinator (SGC Co)
Department:	Support
Grade:	8
Line managed by:	HR & Admin Manager
Responsible for line managing:	N/A
Location:	Northeast Syria – Raqqa (Roving)

MAG’s Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG’s Mission is to save lives, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us ‘it’s all about people’.

MAG’s Values: Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

- **DETERMINED** - we work with purpose.
- **EXPERT** Through excellence and expertise we build trust.
- **INTEGRITY** - we strive to do the right thing.
- **COMPASSION** people come first in everything we do.
- **INCLUSIVE** we are inclusive, and we value diversity.

Job Purpose:

The post holder will ensure constant and transparent communication with MAG Syria program stakeholders including MAG staff, community members and leaders, MAG partners, and suppliers. In addition to launching and implementing the EDI mainstreaming approach, referral mechanism, and well-being activities. S/he will receive the complaints and feedback comments from MAG staff, community, partners, and suppliers, and will review and respond to them. In order to support the program's compliance with the “Do No Harm” and humanitarian principles. S/he will lead the safeguarding investigations, and will contribute to the non-safeguarding investigations, upon request.

The post holder will cover all the locations of the Syria program (Al-Hasakeh, Ar-Raqqa, and Deir Ez-Zor).

Job Description

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference.

Safeguarding

- Support the management of staff reporting mechanisms at all levels and for those who come into contact with our work including all staff at all locations of the Syria program;
- Receive and follow up the feedback reporting activities from MAG staff members in the Syria program;
- Set out a monthly analysis of the cases received every month, including numbers, and types of that cases.
- Work with colleagues to identify reporting risks across the program and work on ways to mitigate these risks.
- Ensure constant and transparent communication and collaboration with MAG staff members.
- Report the safeguarding monthly updates via the Monthly Management report (MMR) tool.

Feedback and Complaints:

- Support the management of community reporting mechanisms at all levels and all locations of the Syria program; Conduct field visits and meetings to the field locations to provide clarification on how to use the feedback system and to monitor it.
- Follow up on the complaints received from the community, partners, and suppliers and ensure that timely feedback is provided to them.
- Ensure consistent documentation of feedback received with clear beneficiary details including place, name, what he/she complains about, or request.
- Regularly follow up with the concerned staff members and stakeholders, to make sure all pending beneficiaries' feedback is resolved
- Prepare monthly or quarterly updates as required
- Set out a monthly analysis of the cases received every month, the numbers, and the types of that cases.

Investigations:

- To conduct safeguarding investigations in response to allegations that need to be investigated, , with the support from the Syria program and the UK team when needed;
- When requested, act as an investigator or as a note-taker and/or translator during the non-safeguarding investigations;
- Draft and update the programme safeguarding investigation SOPs.

Lead Trainings:

- Design and deliver trainings and workshops in order to raise staff awareness on program aspects including but not limited to: Safeguarding, Community feedback mechanism, Referral mechanism, Gender Equity, Diversity, and Disability Inclusion (EDI), Protection of Sexual Exploitation, Abuse, and Harassment (PSEAH).. This will cover the annual mandatory training courses and induction training (with HR);
- As required, support the HR and the managers when complaints and feedback are raised from staff, community, partners, and/or suppliers or where there are concerns identified;
- Work with partner organizations to monitor the feedback mechanism and due diligence, and provide support as required.
- Conduct necessary pieces of training to ensure that program focal points understand their roles and responsibilities.
- When needed, draft the training/workshop report and submit it on a timely manner.

Lead on the EDI mainstreaming approach, Referral mechanism, and Well-being activities, supported by the line manager.

- Launch the EDI approach, referral mechanism, and well-being process in the program, with support from the line manager and the Country Director (CD);
- Implement and monitor the EDI action plan, referral mechanism, and well-being processes with support from the line manager;
- Update the service map on an annual basis.

This job description must remain flexible to respond to additional tasks or changes as identified by the line managers.

<p style="text-align: center;">Person Specification</p> <p><u>Essential Experience</u></p> <ul style="list-style-type: none"> ▪ An excellent command of spoken and written English. ▪ An excellent command of spoken and written Arabic and/or Kurdish. ▪ Excellent computer skills, especially Microsoft Office programs. ▪ An understanding and a commitment to humanitarian principles. ▪ Experience in the same field for at least two years. ▪ Ability to work as part of a team. ▪ Ability to work under pressure. ▪ Proven ability to lead investigations and training courses. ▪ High level of self-motivation. ▪ Good active listener. ▪ Attention to detail. ▪ Experience and interest in working in the field of complaints and safeguarding. ▪ Ability and willingness to travel, sometimes at a short notice. <p><u>Essential Aptitude, skills and Knowledge</u></p> <ul style="list-style-type: none"> ▪ Work in compliance with/ uphold MAG's Safeguarding framework - Policy on Personal Conduct, Protection of Children and Vulnerable Adults Policy, Dignity at Work Policy, Reporting Malpractice (Whistleblowing) Policy, Equal Opportunities Policy and Policy on Modern Slavery ▪ Demonstrate an open and transparent way of working that facilitates a strong safeguarding culture ▪ Work within the framework of MAG's core values ▪ Represent MAG with integrity and professionalism ▪ Participate in meetings where relevant as directed by Management. ▪ Apply learning from appropriate training and development programmes <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Bachelor's degree in any field, or an equivalent experience in the same field for at least two years. <p><u>Desirable</u></p>
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Signed employee:	Date:
Signed manager:	Date: