

COMMUNITY ACCOUNTABILITY REPORTING MECHANISM (CARM) FIELD ASSISTANT

Location: Al Hasakeh, Syria

Position Status: Full-time

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

The Mercy Corps Monitoring, Evaluation, accountability and Learning Department is responsible for cross-cutting programmatic information management, monitoring and evaluation, ensuring that information collected is reflected upon, used to improve ongoing programs, and is incorporated into consistently high quality reports and proposal development in NWS hub. The Mercy Corps Monitoring, Evaluation, accountability and Learning Department ensures program activities aligned with donor regulations as well as Mercy Corps' internal policies and procedures.

General Position Summary

The CARM Field Assistant will work with the Mercy Corps program team as well as our local partner organizations to oversee and ensure the accountability mechanisms are in place in the field and being functional. Create accessible and effective reporting mechanisms so that our participants and the communities in which we work are able to report disturbing situations or behaviors related to our staff, partners or programs, as well as any unlawful situations and behaviors. Community Accountability Reporting Mechanisms (CARM) are an essential part of Mercy Corps' commitment to excellence and integrity. Effective reporting mechanisms are important because they empower individuals to report concerns and to feel confident that their complaints will be reviewed and addressed.

Essential Job Responsibilities

- Present the feedback boxes in his/her location during program activities implementation.
- Open the feedback boxes as per schedule and submit photos or scan of original paper (and destroy original afterwards)
- Record the feedback into CARM database.
- Ensure that the complaints are kept confidential and access to that information is in line with the guidelines.

- Facilitate and document feedback sessions.
- Act as Help Desk at distributions and other field level activities / events.
- Support Mercy Corps CARM Senior officer in responding to the community members who submitted their feedback.

- Conduct community awareness raising sessions and increase the staff knowledge on CARM's policies and procedures.
- Assist on writing the field M&E weekly reports if needed.
- Ensure that all field level CARM activities meet the requirements of CARM Manual.
- Ensure proper filing, handling and movement of project files.
- Complete translations of the documents as per department needs.
- Other duties as assigned.

INFLUENCE & REPRESENTATION

- Communicate effectively and professionally representing Mercy Corps.

SECURITY

- Ensure compliance with security procedures and policies as determined by country leadership.
- Proactively ensure that team members operate in a secure environment and are aware of policies.

ORGANIZATIONAL LEARNING

- As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.
- Participate in all training sessions assigned to him/her.

ACCOUNTABILITY TO BENEFICIARIES

- Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.
- Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.
- Ensure all interventions adhere to Mercy Corps' Gender Policy, Do No Harm principles, and beneficiary accountability standards

Supervisory Responsibility

No Supervisory Responsibility.

Accountability

Reports Directly to: CARM Officer.

Works Directly With: M&E team, CARM team, Projects officers, Field team leaders, Casual labors, Finance and Operations teams, other team members and volunteers.

Works Directly with:

Internal: M&E Field team, Projects field officers, Field team leaders, Finance and operations field teams, other field team members and volunteer.

External: Mercy Corps Local Partners, Donors, Community Beneficiaries

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.

Knowledge and Experience

Essential:

- Willingness and ability to perform field work.
- Bachelor's degree in Social Sciences, Education, Statistics or other related field.
- Not less than one year of experience in a relevant field
- Proven work experience in conducting face-to-face surveys and/or interviews
- Strong inter-personal and verbal communication skills
- Ability to interact effectively with other team members, partners and community members
- Experience in conducting trainings, good problem solving skills.
- Excellent spoken and written Arabic skills are required.
- Basic computer skills in MS Office are required. Basic Excel skills is a must

Preferred:

- Previous experience in community work, project implementation, and quantitative/qualitative data collection are an advantage.
- Familiarity with mobile data collection would be an advantage
- Intermediate English (spoken and written) will be preferred
- Intermediate or advanced Excel skills is preferred

Success Factors

- Deep commitment to humanitarian principles and values.
- Ability to work under pressure, independently and with limited supervision.
- Willingness and ability to quickly learn new information/concepts and implement them.
- Demonstrated organizational skills.
- Demonstrated creative problem-solving skills.
- Security, political and cultural aware.
- Precise and Detailed oriented
- Extrovert and people oriented personality.
- Prior knowledge and experience of internal communities context and the ability to identify and respond to beneficiaries' concerns and reported issues

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 Engagement 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 committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

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 **and have signed on to the [Interagency Misconduct Disclosure Scheme](#)**. 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.

As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercycorps.org).

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 @mercycorps.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 22, 2026:**

[CARM Assistant - Hassakah](#)

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.