



JOB PROFILE

A Monitoring, Evaluation, Accountability, and Learning Officer (MEAL)

International Operations Department – Middle-East / Syria, South-Damascus

Date updated: April 2026

MAIN RESPONSIBILITIES

Under the direction of the Field Coordinator, the MEAL Officer will conduct and implement MdM monitoring and evaluation tools. The MEAL Officer will be responsible for collecting timely and accurate data inside and outside MdM partners' centers in order to monitor and evaluate the services provided to beneficiaries.

WORKING RELATIONSHIPS

- **Hierarchical & functional link:** General Coordinator
- **Team under his/her direct supervision:** N/A
- **Team under his/her functional supervision:** N/A

ROLES / TASKS

1. Monitoring and Evaluation: Data Collection

- Ensure data collection using MdM monitoring and evaluation tools by performing regular field visits in the PHCCs and during outreach activities, mainly in South Damascus governorates
- Collect beneficiaries' feedback and data concerning healthcare access and provision of services (exit and satisfaction surveys, focus group discussions and individual interviews with beneficiaries of services, etc.).
- Guarantee timely and accurate information.
- Coordinate with the Health and community outreach Officers on the timeline of all the M&E activities within the PHCC, in liaison with the Health Activity Manager.
- Assist in the design, creation, and implementation of different M&E tools including (needs assessment, baselines, On-Site monitoring, post-distribution monitoring, surveys, etc.) while ensure adherence to SPHERE standards and standard MOH protocols and guidelines regarding data
- Ensure data protection mechanisms of sensitive data is monitored and timely feedback provided to staff on identified gaps ASAP
- Support facilities to ensure timely and update information as per donor requirements according to set timelines.
- Participate in donor meeting on request of the line manager including Kick off and close out meetings in coordination with MEAL department and program teams.
- Participate or support potential needs assessments

2. Reporting and Data Analysis

- Participate in the design of tools used to collect data from the PHCCs and outreach activities (questionnaires, checklists, individual interviews, focus groups, beneficiary satisfaction surveys and exit surveys) in coordination with the program team.
- Produce written weekly reports and submit them to the Field Coordinator and Health Activity Manager.
- Produce a written monthly report to analyse the data and information collected.
- Upon needs, produce reports on specific issues to the request of the Field Coordinator.
- Assist in generating summaries for analysis when required (graphs, tables, reports) from the database.
- Under the supervision of the Field Coordinator, record activities and data and archive them in appropriate forms.
- Responsible for documentation of success stories and lessons learned to inform the project and donors of T.O.C achieved during implementation.

3. Coordination

- Work in liaison with the Health team.
- Participate in regular meetings with the program team to provide updates on data gathering progress.
- Participate in regular meetings within the PHCCs to gather feedback and provide relevant guidance on gaps identified.
- Capacity building of MdM staff on quality data collection
- Coach and support MDMs and DOH staff in the PHCCs with trainings.

4. Accountability

- Support the Field Coordinator in the Beneficiary Satisfaction Survey (inputs on the BSS questionnaire, support in the daily workers recruitment, support in the preparation and the implementation of the survey, etc.).
- Ensure the accountability of the activities by collecting information among beneficiaries and provide them with feedback when it is needed.
- Be proactive to propose templates to monitor and evaluate the accountability of MdM activities.
- Follow-up on the quality and accountability of activities.
- Work closely with MdM field staff to collect and follow up complaints and feedback from the beneficiaries.
- Manage the beneficiary hotline by receiving, recording, and following up on all complaints and feedback on a timely manner.

This list of activities is not exhaustive and may change depending on the situation.

REQUIREMENTS

Training & Experience

- University degree in statistics, social sciences, international development, or a major related to MEAL and humanitarian field
- Two/Three years' experience required in a similar position
- Experience with International NGOs is an added value
- Previous experience working in the project location is a plus.

Skills

- **Technical**
 - Knowledge and understanding of the public health system in Syria in the relevant field of activity (Primary Health Care Community Awareness and Health-Seeking Behavior).
 - Ability to collect, clean and critically analyze data and information and writing reports according to the needs
 - Adapt schedules according to priorities and unforeseen events
 - Design, formalise and adapt training relating to the area of competence
 - Experience in quantitative and qualitative data collection including survey design, implementation and analysis
 - Willingness to travel frequently during working hours to pay field visits, and flexibility to adapt work schedule upon job requirements
- **Soft**
 - Diplomacy, negotiation, and networking skills
 - Ability to work under a minimum of supervision
 - Reactivity, anticipation, adaptability, capacity to take initiatives
 - Ability to classify and to manage priorities, plan and organise
 - Team spirit
 - Adheres to MdM values
 - Act with impartiality respecting all the beneficiaries and report any allegation of misconduct toward staff, patients or community
 - Ability to cope with difficult security context.
- **IT**
 - Excellent Microsoft Office skills (Office 365 Tools) and Open Data Kit (ODK) is mandatory; competence in EPI-info and SPSS will be an asset
 - Internet
- **Languages**
 - Fluency in Arabic is mandatory
 - Fluency in English is mandatory

CONDITIONS OF EMPLOYMENT

- Type of contract: Service contract
- Duration: 5 months (Renewable)
- Starting date: ASAP
- Rhythm: full-time
- Location: position based in Damascus, with regular travels on the field
- Related occupation: Category 5, ~1350 USD
- Benefits: Food, Transportation and Medical Allowance. In addition to 13th Month bonus)

Application:

Send a CV and Cover Letter by email to: recruitment.syria@medecinsdumonde.net.

Object of the Mail: SYR/HR/MEAL OFF

Application & all required documents must be submitted in English.

Applications that do not respect these guidelines will not be considered.