



INTERNATIONAL RESCUE COMMITTEE

Vacancy Announcement-Ref No. JR00005331

(National Only)

Four Core values of IRC

Integrity

We are open, honest and trustworthy in dealing with clients, partners, co-workers, donors, funders and the communities we affect.

Accountability

We are accountable—individually and collectively—for our behaviors, actions and results.

Service

We are responsible to the people we serve and the donors who enable our service.

Equality

We strive for equal outcomes for all clients and colleagues by promoting equitable access to opportunities and services.

From Harm to Home

The mission of the IRC is to help people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and gain control of their future. www.theirc.org

Who receives IRC's services?	the most vulnerable populations
Which sectors?	Livelihoods, water & sanitation, women protection & empowerment, protection, health, social development
When began in Myanmar?	2008
What position are you applying for?	Accountability Officer
Number of Opening	1
Who you report to?	Accountability Manager
Where you work?	Sittwe, Rakhine State
When you start working?	Immediately
What will you get?	Basic Pay + Fringe Benefits (Health Insurance + Annual Group Life Insurance + Annual 13 th Month Pay + Gratuity + Leaves Entitlements)
When can you apply?	During 2 October 2026 to 12 October 2026
What IRC expects from you?	Zero tolerance with financial fraud, sexual harassment, sexual violence, child abuse, abuse on beneficiaries. The applicant is expected to abide by IRC's policies related to safeguarding. IRC defines safeguarding as "An umbrella term that covers both staff and client-facing protection from exploitation and abuse".
What is your Job Scope?	Background/IRC Summary: The International Rescue Committee (IRC) responds to the world's worst humanitarian crises, helping to restore health, safety, education, economic wellbeing, and power to people devastated by conflict and disaster. Founded in 1933 at the call of Albert Einstein, the IRC is one of the world's largest international humanitarian non-governmental organizations (INGO), at work in more than 40

countries and 29 U.S. cities helping people to survive, reclaim control of their future and strengthen their communities. A force for humanity, IRC employees deliver lasting impact by restoring safety, dignity and hope to millions. If you're a solutions-driven, passionate change-maker, come join us in positively impacting the lives of millions of people world-wide for a better future.

Job Overview/Summary:

Under the direct supervision of Accountability Manager, the Accountability Officer is responsible for day-to-day implementation of the Client Feedback and Safeguarding Mechanism (CFSM), a strategic initiative of IRC Myanmar country program for client responsiveness. Main responsibilities are mostly related to Accountability of Affected People (AAP) and include administrative handling of feedback and complaints, routine recordkeeping, and communication and coordination. The position requires the ability to work closely with a multi-sectorial program team, local partners and to interact effectively with a wide variety of community members.

Major Responsibilities:

Management of Client Feedback and/or Complaints

- Serve as the primary point of contact and administer the various feedback channels (e.g., hotlines, suggestion boxes, individual interviews).
- Acknowledge, receive, and register feedback and complaints submitted by clients of IRC's assistance and members of the community.
- Inform stakeholders of the confidentiality policy, the complaint-handling process, and applicable timeframes.
- Respond to routine inquiries and requests for information.
- Categorize and route stakeholder feedback and complaints to the appropriate staff members in accordance with organizational policies and standard operating procedures.
- Facilitate ongoing communication with complainants regarding the status and outcome of their cases.
- Apply protection principles throughout the intake, complaint, feedback, and referral process to ensure the confidentiality of information and the safety of beneficiaries.
- Provide beneficiaries with information on third-party services available within the area.
- Collaborate closely with partners on a day-to-day basis to strengthen accountability and safeguarding practices, promote adherence to organizational standards, and support the use of reporting mechanisms as needed.

Data Management and Reporting

- Manage the entry, upload, and export of data using designated software systems.

- Organize paper-based and electronic records to ensure timely completion of routine reporting.
- Ensure the confidentiality and privacy of client feedback data in accordance with IRC's existing data protection policies.
- Prepare monthly and annual reports on CFSM data.

Community Awareness and Learning

- Advise the Accountability Manager on the development of visual and information, education, and communication (IEC) materials to raise community awareness of IRC's services and feedback channels.
- Ensure that Feedback Mechanism briefings and Safeguarding information sessions are conducted routinely for local field staff and community members to promote awareness of available channels and processes.
- Support the design and delivery of training for IRC staff and partners on Client Responsiveness principles and practices.
- Build the capacity of field staff and partners to effectively receive, handle, and refer client feedback and complaints.
- Coordinate and communicate with other Client Responsiveness (CR) team members across the country to share best practices, lessons learned, and challenges encountered.
- Document and share lessons learned and success stories to inform program improvement, community learning, and organizational knowledge-sharing.
- Support community-level dialogue and outreach initiatives to strengthen beneficiary understanding of, and trust in, the feedback mechanism.

Others

- Implement other activities related to the objectives of Yangon MEAL technical support unit, as assigned by Accountability Manager.
- Support large or complex assessment/evaluation activities as required.
- Support implementation of rapid needs assessments in the event of emergencies.

Key Working Relationships:

Position Reports to: Accountability Manager

Position directly supervises: N/A

What should you have?

Job Requirements:

Education:

- Bachelor's degree or equivalent in Social Science, Public Administration, Gender Studies, Development Studies, or a related field.

Work Experience:

- Minimum of 2 years of experience in MEAL (Monitoring, Evaluation, Accountability, and Learning), complaints handling, data collection, and community engagement within humanitarian programs in a UN, INGO, or LNGO context.
- Demonstrated experience working with vulnerable and marginalized populations in humanitarian settings.

Demonstrated Skills and Competencies:

- Excellent listening and communication skills, able to handle problems with patience, politeness, and diplomacy.
- Solid organizational skills, attention to detail, able to handle multiple tasks and meet deadlines.
- Strong interpersonal skills and ability to work effectively with staff and partners in a cross-cultural environment.
- Working familiarity with smart phones or tablets, preferably for mobile data collection.
- Strong self-initiative, with ability to be flexible and work well under pressure in fast-paced team environment

Language Skills:

- Must speak local languages, in addition to Burmese and working English.

Deadline	Application Link
5pm on Tuesday, 12 October 2026.	Application Link to Apply
Notes : ➤ IRC is an Equal Opportunity Employer and considers all applicants on the basis of merit without regard to race, sex, color, national origin, sexual orientation, age, marital status, veteran status, or disability. IRC's GEDI, Gender Equality Diversity and Inclusion policy applies to all IRC Staff. ➤ IRC practices zero-tolerance against any abusive action. IRC's Child Safeguarding and Adult Safeguarding Policy applies to all IRC staff. ➤ Candidates are required to declare in advance should there be any relative or family member currently employed in IRC. Failure to do so, he/she will result in the termination of the employment contract even after successfully being selected. ➤ IRC regrets to inform you that only short-listed candidates will be contacted.	