

Programme Associate - UN World Food Programme

Assisting more than 115.5 million people in 120 + countries each year, the World Food Program (WFP) is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies, and working with communities to improve nutrition and build resilience

Location: Beirut, Lebanon

Deadline for application: September 10, 2024

Contract Duration: 12 months renewable based on position need and performance

Major: degree in Public Health and Development Sciences, Management, or any related field

Experience: 4 – 6 years of experience

Major Responsibilities:

- Provide technical support for the CFM scale-up strategy for NWS region, implement the CFM standardization plan, and support the development of training and CFM materials.
- Facilitate capacity building of WFP staff, cooperating partners, service provider, on the CFM processes - data collection, case management, analysis and resolution in line with WFP Protection and Accountability to Affected Populations Policy, data protection and privacy policy and principles.
- Lead and ensure accurate, timely recording of data within the specific technical area of work (e.g. call center data; helpdesk complaints; validation data etc.) and consistency of information presented to stakeholders.
- Expedite case resolution rates by integrating the CFM channels with relevant information systems that provide up-to-date and accurate information and facilitate the closure of feedback loops by coordinating outbound calls.
- Coordinate and liaise with internal counterparts on a range of complex matters (e.g. beneficiary inclusion and exclusion; improvement of cash-based transfer processes in response to complaints etc.) to enable effective collaboration, implementation and monitoring of ongoing project activities.

Additional Requirements:

- Excellent customer care and communication skills, a clear and friendly attitude
- Knowledge of Core Humanitarian standards, accountability and community engagement practices and methodologies in the humanitarian sector
- Excellent team management and performance management skills
- The ability to deliver constructive feedback, praise, and recommendations in a respectful and professional manner
- The ability to provide ongoing support, guidance, and feedback to the operators, and help them improve their skills and performance
- Ability to motivate and inspire operators to achieve their goals and objectives

How to Apply:

Kindly send your CV or contact the Career Services Center, Email: career.services@balamand.edu.lb, Ext. 7801; 7802