



MEL Manager

Location: Port-au-Prince, Haiti

Position Status: Full-time, Regular

Salary: Level 7

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Submission deadline: 1er Octobre 2023

About Mercy Corps

Mercy Corps is powered by the belief that a better world is possible. To do this, we know our teams do their best work when they are diverse and every team member feels that they belong. We welcome diverse backgrounds, perspectives, and skills so that we can be stronger and have long term impact.

The Program / Department / Team

Mercy Corps helps communities develop their own ideas to solve Haiti's most daunting problems by using innovative approaches to bring Haitians new social and economic opportunities and to make their country more secure, productive, and just. Established in January 2010, Mercy Corps Haiti has offices in Port-au-Prince, Jeremie and Miragoane and more than 80 staff implementing programs in economic development, agriculture, natural resource management and humanitarian response. Mercy Corps' economic development work is guided by the principles of pro-poor development and demand-driven strategies. Mercy Corps takes a progressive approach to development that leads communities and entrepreneurs from relief to sustainable livelihoods to resilience.

On August 14th, 2021 a magnitude 7.2 earthquake struck Haiti creating widespread destruction, impacting over 130,000 households, and causing over 12,000 injuries and 2,200 casualties. Mercy Corps' team in Haiti responded immediately, implementing our SMS emergency alert system to provide communities with critical information, as well as distributing Non-Food Items (NFIs) to meet families' urgent needs including: personal hygiene, food preparation and light and thermal comfort for their shelters.

The Position

The Monitoring, Evaluation and Learning (MEL) Manager is a key position in Mercy Corps 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 high quality reports and proposal development. The MEL Manager will be responsible for developing (in partnership with project staff), coordinating, maintaining and improving the nation-wide M&E system, as well as training M&E staff in each office. In addition, the position holder is responsible for ensuring that the reports generated by each field office are timely and of a high quality and that the data can be validated. This will be achieved through staff capacity building and necessary training.



Essential Responsibilities

M&E Management and Technical Leadership

- Design and revise strategic MEL documents, including the M&E Plan, learning agenda, theory of change, performance indicator reference sheets, logframe, indicator performance tracking table, data protection standard operating procedures, and sex and age disaggregation plans.
- Set up and oversee all principal MEL system components, including protocols and data flows for monitoring and evaluations, data and information management, MEL budgets, staffing, competency building and technology systems.
- Design and oversee the implementation of participant-based surveys, including the scope of work, sampling strategies, questionnaires, analysis plans, statistical processing and analysis.
- Promote collaboration, learning and adaptation through intentional and routine periodic learning initiatives sessions to share, discuss and use monitoring data, document and disseminate lessons learned and evaluation findings, support program management to conduct program improvements informed by data.
- Coordinate research and learning initiatives by team or partners to contribute to program's learning and adaptation needs
- Ensure that the Program Managers is alerted to any issues that prevent full implementation of the Activity in line with the Theory of Change.

Data and Information Management

- Design and oversee the set-up of an information management system, including processes and technology solutions for data collection, storage, processing, analysis, visualization, and reporting for all activity indicators and additional data needs for learning, adaptation and reporting. Actively seek out opportunities for automatization and efficiency gains in information management.
- Design and implement data flows that align indicator definitions, tool matrices, databases and sampling frames to ensure traceable, timely, comprehensive, high-quality and demand-responsive data collection and processing in compliance with Mercy Corps requirements.

M&E Team Management and Capacity Building

- Create and sustain a work environment of mutual respect, accountability and clearly communicated expectations where team members strive and are equipped with the resources to achieve excellence.
- Develop and oversee the implementation of a career development strategy for M&E and partner staff, that promotes MEL competencies and a culture of learning through systematic analysis and reflection of program data.
- Actively provide mentorship and training to program and MEL teams to improve their competencies in quantitative methods, qualitative methods, information management, critical thinking, data communication, problem solving, facilitation and data literacy
- Train teams in appropriate methods for both qualitative and quantitative data collection methods, including surveys, focus group discussion and key informant interviews and lead qualitative data collection in participating communities as needed.



Internal and External Coordination and Representation

- Represent Mercy Corps in M&E, MEL Tech and research forums with the broader humanitarian and development community.
- Develop positive working relationships and coordinate/collaborate with partner organizations and international and national agencies active in the target areas.
- Collaborate closely with the Strategic Learning Advisor, HQ- or region-based MEL and research teams and research team, lead and/or collaborate with external evaluators on the design and roll out of the program baseline and evaluations, while setting up effective systems for learning.
- Contribute to Mercy Corps' country-wide Community Accountability and Reporting Mechanism (CARM), by adapting tools to the program according to community context, identifying CARM focal points in each office, and representing the program on the CARM committee.

Supervisory Responsibility

Senior MEL Officer and the field MEL officers.

Accountability

Reports Directly To: Director of Programs

Works Directly With: Deputy Director of Programs, Program Managers, MEL Department, Finance Manager, Operations Director (and associated Managers), CARM department, HQ based desk teams, and TSU staff, regional humanitarian response team.

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.

Minimum Qualifications & Transferable Skills

- BA/S or equivalent, preferable in statistics, business administration or international development. MA/S in relevant field strongly preferred.
- 5-7 years of experience (4-6 for Manager) in the areas of program development and monitoring and evaluation, including relevant experience building and managing an M&E system and team, relevant experience supervising qualitative and quantitative data collection and data validation exercises, and building staff capacity.
- Must have extensive training skills and experience working with a variety of donors, especially USAID.
- Excel and Word skills are essential; data collection instruments such as Kobo, Power Bi
- Ability to manage and meet deadlines.
- Ability to work independently on multi-task load.
- Excellent Communication and organizational skills.
- Internationally recognized qualification in project or program management or a commitment to obtain the qualification in the early months of work.
- Knowledge of Sphere standards and other training in humanitarian response preferred.
- Fluent in French and Creole. English is desirable.



Success Factors

The ideal candidate will have a strong curiosity for understanding and working effectively within the complex cultural, political, security and social environment of Haiti. He/She will be an excellent communicator, multi-tasker and able to work in difficult and stressful environments. The successful candidate will be focused on team building and capacity-building of national staff; be a strategic thinker, have strong analytical skills in design monitoring and evaluation of development programs and maintain a sense of humor.

Living Conditions / Environmental Conditions

The position is based in (Port-au Prince, Haiti); however, it requires up to 40% travel.

Travel by car and air to field sites will be required and offer more secure and stable conditions. Mobile phones and cellular service are widely available. Internet is available in all Mercy Corps offices.

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.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

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 a safeguarding measure, Mercy Corps screens all potential US-Based employees. This is done following the conclusion of recruitment and prior to assuming full employment.

Our screening process is designed to be transparent and completed in partnership with new Team Members. You will have the opportunity to disclose any prior convictions at the conclusion of the recruitment process before the check is initiated. **We ask that you do not disclose any prior convictions in your application materials or during the recruitment process.**

Dossier de candidature doit avoir :

Lettre de motivation, CV, copies des diplômes et attestations de travail.

Envoyer le dossier à

<https://recruiting2.ultipro.com/MER1024MERCY/JobBoard/a33b86e0-3d89-47a7-a5fd-b0e3b4334e9e/Opportunity/OpportunityDetail?opportunityId=bb3b7503-3f77-4804-9128-6ce9772d1e08>

Ou : ht-hradmin@mercycorps.org

Seuls les candidats (es) dont les dossiers auront été présélectionnés seront contactés par téléphone.