

Title: **Feedback and Resolution Mechanism Officer (FRMO)**  
Number of Position: 1  
Direct Reporting to: Head of M&E Division  
Close coordination with: National M&E and CD team members and Provincial M&E Officer  
Duty Station: PRF national office in Vientiane with regular missions to targeted provinces, districts and Kum ban  
Contract Type: A one-year contract renewal subject to annual performance review with an initial probation period of 3-6 months

### **Description of Duties and Responsibilities:**

#### **A. Management and Oversight**

- Ensure that feedbacks resolution committees (FRC) in each level have been constituted appropriately and in accordance with the FRM guidelines;
- Answer the calls received through the toll free hotline number (161) during the working hours, ensure that the automatic answering machine is operating after working hours;
- Oversee the work and performance of the Feedback and Resolution committees at all levels; Ensure that regular responses are provided by the FRC at each level on the progress made in the resolution of the feedback received;
- Be responsible to the follow-up for solving the arising problems until such problems are declared to have been completely solved; and
- Conduct cross examination and specific investigation directly on serious complaint or serious problems.

#### **B. Coordination and Capacity Building**

- Develop cooperation and communication networks with all parties involved in feedback and problem resolution to facilitate the handling of complaints and problems together with FR Committees dealing with complaints and problems in each respective province/district/kum ban;
- Ensure that all feedback is recorded and entered in the MIS system, and that all feedback/grievances received are properly followed up and resolved in a timely manner, as specified in the FRM guideline;
- Provide regular training to the PRF staff, Feedback and Resolution committee at all levels, Kum ban facilitators and mass-based organization about the FRM principles, processes and procedures as well as their functions and responsibilities within the FRM; and
- Ensure regular update of the FRM guidelines, FRM forms and related IEC tools, FRM training manual, and voice recorded messages.

#### **C. Monitoring, Analysis and Reporting**

- Understanding basic information related to Monitoring and Evaluation system, MIS, data for achievement indicators and project management for the project progress report;
- Monitor and conduct supervision for handling both problems and complaints in each province, including the voice of community related to sub-projects problem (disaster, not functioning, etc);

- Working with Reporting Officer to prepare progress report of project and also FRM;
- Submit on monthly basis the Feedback and Resolution Report to the PMT (M&E Division) with all relevant information, including progress in the resolution of handling cases; and
- Perform other tasks as may be **assigned by the head of the M&E division** and according to project's needs.

**Qualifications and experience:**

- A university degree in fields related to community development, social sciences, political sciences, laws;
- At least 3 years relevant working experience in the field of rural development in mountainous and remote areas, working directly with the communities and local authorities, with an emphasis on feedback resolution and data analysis would be preferable;
- Experiences in project/program using participatory development tools, and community driven approaches;
- Experiences in conflict resolution;
- Familiarity with government and foreign aid project operations would be an advantage;
- Experience in training of trainers;
- Fluency in written and spoken English is essential;
- Comprehensive computer skills: in particular MS Word, Excel, PowerPoint and basic database management.
- Women and small ethnic group members are encouraged to apply.