



# Myanmar Red Cross Society

HR-VA No.026 – Community Feedback Mechanism (CFM) Officer



Myanmar Red Cross Society (MRCS) is volunteer based humanitarian organization throughout the whole country acting with and for the most vulnerable at all times.

## Community Feedback Mechanism (CFM) Officer

No. of Post	: 1 post
Report to	: CEA Coordinator
Department	: Planning, Monitoring, Evaluation and Reporting (PMER) Unit
Program/Project	: MRCS Earthquake Response & Relief Operation
Duty Station	: NayPyiTaw/Yangon
Grade	: D-2
Benefits	: Salary + Insurance + Monthly Allowances + Periodic Allowances + Training + Communication Charges + Travelling Allowances + Casual Leave + Quarantine Leave + Earned Leave + Medical Certificate Leave + Maternity Leave + Substituted Leave+ Paternity Leave + Compassionate Leave + Blood Donation Leave

**Application Period** : 10-March-2026 to 17-March-2026, 16:30 p.m.

**Brief Intro About Department or Program:** The Planning, Monitoring, Evaluation and Reporting (PMER) Unit is responsible for three key areas;

- **Planning, Monitoring, Evaluation, and Reporting** (PMER).
- **Community Engagement and Accountability** (CEA), including the functioning of the community feedback mechanism.
- **Protection, Gender, and Inclusion** (PGI)

The Earthquake Operation under the Myanmar Red Cross Society (MRCS) is a dedicated emergency response initiative designed to address the urgent humanitarian needs resulting from the recent earthquake that has impacted multiple regions across Myanmar. Coordinated with support from both domestic and international partners, the operation aims to provide timely and effective assistance in key sectors such as shelter, health, water and sanitation, livelihood recovery, and protection services. The Earthquake Operation is managed under the Mandalay Earthquake Relief and Recovery Operation (ERRO) Team, working in close collaboration with MRCS internal

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"Our recruitment and selection procedures reflect our commitment to the safety and protection of children, and prevention of violence among communities' members in our programs"

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MRCS-IFRC-EQ/Community Feedback Mechanism (CFM) Officer for PMER Unit/NPT/YGN (10/3/26)



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departments, branches, volunteers, and communities to ensure a well-coordinated, people-centered response aligned with MRCS's strategic priorities and operational guidelines.

**Purpose of the Position:** The Community Feedback Mechanism (CFM) Officer is responsible for the effective implementation and management of Community Feedback Mechanisms in MRCS programs and operations. The role ensures that community voices are systematically collected, analysed, and used to improve program quality, accountability, and transparency in line with MRCS Accountability commitments.

## **Duties and Responsibilities:**

### **Capacity Building**

1. Train MRCS staff and Red Cross Volunteers on Community Feedback Mechanisms, Community Engagement and Accountability, and sensitive feedback handling procedures.
2. Strengthen the capacity of branch focal points by providing the skills and tools required for professional feedback management, including confidentiality and adherence to CEA guideline.

### **Implementation of Community Feedback Mechanisms**

3. Implement and maintain accessible, safe, and inclusive Community Feedback Mechanisms in line with MRCS CEA guideline.
4. Establish and manage multiple feedback channels, including hotlines, suggestion boxes, help desks, face-to-face feedback, and digital platforms.
5. Facilitate community meetings and focus group discussions (FGDs) to regularly gather and address community insights.
6. Conduct community awareness sessions on the purpose, use, and accessibility of CFM.

### **Feedback Management**

7. Receive, register, and document community feedback, complaints, and suggestions in a timely and systematic manner.
8. Classify, prioritize, and refer feedback and complaints to relevant departments for appropriate follow-up.
9. Track responses and ensure timely closure of feedback cases in accordance with SOPs.

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10. Handle sensitive feedback, including Protection and SEA/SH-related cases, with strict confidentiality and in line with MRCS safeguarding protocols.

## **Data Analysis and Reporting**

11. Analyse feedback data to identify trends, risks, gaps and systemic issues.
12. Prepare regular (monthly/quarterly) CFM reports and dashboards.
13. Share the summary of feedback with the relevant team regularly.
14. Provide evidence-based recommendations to improve program design, implementation, and service delivery.

## **Coordination**

15. Work closely with Programmes/Operations, PMER (Planning, Monitoring, Evaluation and Reporting), PGI (Protection, Gender and Inclusion), and Communication teams to ensure feedback is integrated into decision-making processes.
16. Coordinate with partner organizations and relevant stakeholders on CFM-related activities, as required.

## **General Responsibilities**

17. Maintain organized records and documentation for all CFM-related activities in line with MRCS filing and data management standards.
18. Perform other duties as assigned by supervisors.

## **Skills, Competencies and Requirements:**

- **Must be University Degree graduate**
- Diploma in social sciences/behavioural/communication sciences or a related field
- At least three years' relevant experience in community engagement, accountability, MEAL, or humanitarian programming
- Prior experience working with Community Feedback or Complaint Mechanisms is a strong asset
- Knowledge about community communication interventions under emergency situations, in complex and delicate situations
- Experience of designing and delivering trainings and building the capacity of staff and volunteers
- Strong communication and interpersonal skills, particularly with affected communities

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- Experience in data collection, analysis, and reporting to analyse and interpret data, identify trends, and draw actionable insights from community feedback
- Good knowledge of project management skills, able to work under pressure
- Proficiency in Microsoft Office and other relevant applications (e.g Kobo) for data collection and reporting
- Willingness to travel throughout the country and even within the region, if required
- Understanding and respect for local culture, traditions, and social norms is essential for trust building with communities
- Fluently spoken and written English and Myanmar including translation
- Effective local (ethnic) language skills
- Ability to follow Red Cross (7) fundamental principles, MRCS policy, strategies and guidelines
- Understanding of commitment to and willingness to actively promote the Red Cross and Red Crescent Fundamental Principles
- Experience of working for the Red Cross/Red Crescent is preferred
- **Red Cross Volunteers and females are encouraged to apply**

**\*\*Note: Applicants will be considered to be shortlisted that need to send application letter, CV, passport-size photo, education qualifications and references (PDF Version) to:**

**Head Office:**

**Myanmar Red Cross Society**

**Razathingaha Road, Dekhinathiri Tsh,  
Nay Pyi Taw**

**Yangon Office:**

**Red Cross Building**

**No.42, Strand Road, Botahtaung Township,  
Yangon**

**Email: [mrcshrrecruitment@redcross.org.mm](mailto:mrcshrrecruitment@redcross.org.mm)**

For more information and application, please visit to the [www.redcross.org.mm](http://www.redcross.org.mm)

**Only short-listed candidates will be contacted for a personal interview.**

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