



THE
LUTHERAN
WORLD
FEDERATION

Department for Planning
and Operations

Office for Human
Resources
lutheranworld.org

Open Position in the LWF Communion Office

“Liberated by God’s grace, a communion in Christ living and working together for a just, peaceful, and reconciled world.”

This is the vision statement adopted by the Council of the Lutheran World Federation (LWF).

Working for dignity and justice with compassion and commitment, the LWF as a global communion of churches respects diversity, in culture, history, theological understandings, perspectives on moral and ethical questions, and practice of ministry, mission and service, as a richness of God’s creation.

Position:	Compliance and Complaints Handling Officer in the Department for World Service
Place of Assignment:	Geneva, Switzerland
Starting Date:	As soon as possible
Duration of Contract:	Initial contract of 5 years

Basic purpose:

The Department for World Service is responding to humanitarian emergencies and human needs on behalf of the Lutheran World Federation - a Communion of Churches (LWF).

This position is part of a global Geneva-led PMER and QAA team, setting high quality and accountability standards, developing and ensuring that the necessary monitoring and evaluation systems, infrastructure, staff skills and knowledge are in place and constantly improving internal mechanisms related to compliance.

The purpose of this position is to enhance accountability and compliance related to the LWF Code of Conduct (CoC) and relevant policies for World Service at all levels.

Required qualifications:

- Masters in social Science, Psychology, MBA or other business or finance studies or similar subjects related to the function.
- Excellent written and spoken English and French. Spanish would be an asset

Additional study and experience

- At least 5 years working experience in similar positions.
- Substantial experience in leading investigations of serious complaints and drafting high-level reports.
- Proven experience in capacity building measure in face-to-face as well as ICT based trainings.

Candidates for this position require a church endorsement.

Closing date for applications: 15 September 2019

To apply, click on the following link:

https://lutheranworld.recruiterbox.com/jobs/fk03uj6?cjb_hash=O_YhHd54&apply_now=true



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Position Description	Position Title: Compliance and Complaints Handling Officer
Date: August 2019	Department: World Service
	Incumbent: NEW POSITION

Supervisor's title:	Global Coordinator for Systems Development, Quality Assurance, Accountability and Compliance
Supervises:	none

Grade of the position:	17
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Work Time	100%
Average travel days per year	<input checked="" type="checkbox"/> extensive (more than 20) <input type="checkbox"/> limited (7 – 19) <input type="checkbox"/> little (less than 7) <input type="checkbox"/> none

Content of the position	
Purpose	<p>The Department for World Service is responding to humanitarian emergencies and human needs on behalf of the Lutheran World Federation - a Communion of Churches (LWF). In pursuance of its responsibility and based on its strategy, World Service:</p> <ul style="list-style-type: none"> • Provides support to refugees, returnees, internally displaced people, their host communities and communities at risk, emphasizing livelihoods, quality services, protection and social cohesion. • Establishes and runs country programs and emergency operations. • Engages in cooperation and partnership with governmental and non-governmental organizations, the relevant United Nations agencies and other structures involved in humanitarian and development programs as they link to the World Service mandate and represents the LWF in the ACT Alliance. • Operates together with and on behalf of the LWF member churches. <p>This position is part of a global Geneva-led PMER and QAA team, setting high quality and accountability standards, developing and ensuring that the necessary monitoring and evaluation systems, infrastructure, staff skills and knowledge are in place and constantly improving internal mechanisms related to compliance.</p> <p>The purpose of this position is to enhance accountability and compliance related to the LWF Code of Conduct (CoC) and relevant policies for World Service at all levels. The incumbent ensures that all complaints received through World Service are dealt with in a timely and fair manner, in accordance with agreed procedures and guidelines. The incumbent contributes to the revision and implementation of the World Service accountability and complaints handling protocols, bringing in technical knowledge, building further capacity at all levels, and ensuring that Country</p>

	Programs and Emergency Operations receive and give the necessary information and documentation related to accountability.	
Required Qualifications	<p>Masters in Social Science, Psychology, MBA or other business or finance studies, Human Resources or similar subjects related to the function.</p> <p>Strong understanding of safeguarding and protection policies and challenges.</p> <p>Ability to apply international standards of protection and accountability.</p> <p>Proven expertise in investigations at the work place according to international standards required (related certifications an asset).</p> <p>Proficient level of English and fluency in French. Spanish an asset.</p> <p>Church Endorsement required.</p>	
Additional Study and Experience	<p>At least 5 years working experience in similar positions.</p> <p>Substantial experience in leading investigations of serious complaints and drafting high-level reports.</p> <p>At least 3 years working experience in the humanitarian or development work in the field.</p> <p>Proven experience in capacity building measures in face-to-face as well as ICT based trainings.</p> <p>Able to work within a team in an international environment.</p>	
Core LWF Skills	<ul style="list-style-type: none"> • Achieving results • Accountability • Working effectively with others • Analytical thinking • Initiative • Leadership 	<p>Level high</p> <p>Level high</p> <p>Level high</p> <p>Level high</p> <p>Level confirmed</p> <p>Level confirmed</p>
Required Skills	<ul style="list-style-type: none"> • Ability to rapidly assimilate a range of complex information and make expert judgements • Training capacities • Central ledger management, communication and reporting • Case management • Popularization of technical language • Confidentiality management 	<p>Level high</p> <p>Level high</p> <p>Level high</p> <p>Level high</p> <p>Level high</p> <p>Level high</p>
Experience in Supervision	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Position Environment and Dimensions	<p>Internally, as a member of a team of QAA, interacts and plans with the Regional Program Coordinators in World Service in Geneva; assumes a global technical responsibility in view of support to the field operations. On related issues, closer collaboration with the other teams of World Service (Global Funding Team, Finance) as well as with Human resources is required.</p> <p>Externally, interacts and cooperates with technical staff from related agencies, other like-minded organisations, UN and other donors, as well as external service providers in case of specific investigations.</p>	

<p>Main duties</p>	<p>Complaints Handling and Investigations</p> <ol style="list-style-type: none"> 1. Handles individual cases of complaints received at international level, including cases of fraud, corruption and other serious misconduct as defined in the LWF Code of Conduct. 2. Coordinates and facilitates investigations. 3. Provides advice and backstopping of complaints handling at national level. 4. Identifies internal and external qualified experts to investigate complex sensitive complaints. <p>Capacity Development</p> <ol style="list-style-type: none"> 5. Reinforces the capacities of World Service and its field programs in handling complaints, investigations and audits according to agreed standards. 6. Brings people and processes together to enhance compliance with the LWF Code of Conduct, policies and procedures in World Service operational systems, including Counter Terrorism Legislation. <p>Compliance Monitoring and Budgeting</p> <ol style="list-style-type: none"> 7. Develops guidance notes for fundraising and budgeting for complaints handling and investigations. 8. Monitors regularly the level of compliance and need for support of country operations. <p>Documentation and Learning</p> <ol style="list-style-type: none"> 9. Documents outcomes and learning from complaints handling. 10. Reviews the internal complaints recording system, enters and tracks all complaints received and ensures proper documentation of responses and outcomes are recorded in the system. 11. Revises and complements the guidelines and tools in place. 12. Contributes to the development of a centralized complaint reporting system in view of digitalisation. <p>Safeguarding and Prevention of Sexual Exploitation and Harassment</p> <ol style="list-style-type: none"> 13. Elaborates and popularizes position papers on safeguarding. 14. Develops messaging to requests from donors and other stakeholders on World Service positions. 15. Identifies training materials and adjusts them to World Service needs. 16. Develops a training concept for safeguarding with colleagues from DWS operations and HR. 17. Coordinate the assessment of risks within World Service and provides guidance on ensuring necessary processes for risk mitigation. <p>Managing Relationships and Responding to Donor Requirements</p> <ol style="list-style-type: none"> 18. Maintains relationships with focal complaints handling staff and relevant Working Groups 19. Works with and responds to requirements of donors, UN agencies, and Investigation Bodies on related matters.
<p>Special duties</p>	<p>As may be assigned by the supervisor.</p>

Major Challenges

- To deal with conflicting demands ensuring key priorities and deadlines are met through effective time management.
- To support efficient communication within the department through close cooperation with the RPCs and the Country Programs.
- To effectively and efficiently work with relevant colleagues globally to ensure that the level of compliance to the LWF CoC and relevant World Service policies is increasing and lessons learnt is incorporated in World Service Systems