



## **Terms of Reference for the Monitoring, Evaluation and Learning (MEL) Officer**

### **About KRCT**

The Kosovo Rehabilitation Centre for Torture Victims (KRCT) is a non-governmental organization established in 1999 that provides interdisciplinary services to support civilian war victims, in particular survivors of wartime sexual violence in Kosovo. Services include medical and psychological therapy for survivors and their family members, legal rights awareness raising, legal advice, economic empowerment, and support aimed at the institutional recognition of survivors' rights.

Further, KRCT is involved in identifying, assessing, treating, referring and monitoring survivors of gender-based violence (GBV) among repatriated Kosovars and persons of concern to the UNHCR (returnees, refugees, internally displaced persons and persons at risk of statelessness). Thus, KRCT continues to pursue its mission by helping survivors obtain justice, advocating against torture with the government, the parliament, and international organizations, and working in partnership with like-minded entities around the world to eradicate torture.

In addition, within its mandate to ensure the rights of persons deprived of their liberty, KRCT undertakes regular monitoring visits to places of detention (including prisons, detention centers, police custodial cells, and mental health institutions) and promotes practices and legislative standards for the protection of persons deprived of their liberty and the respect of their rights.

KRCT sees its role in society as a service provider, litigator and human rights watchdog. Of particular importance is the strong and constant advocacy with government institutions led by KRCT to address the needs of survivors of wartime sexual violence in Kosovo and persons deprived of their liberty.

### **Job Purpose**

The purpose of this position is to develop the monitoring, evaluation and learning capacity of KRCT. The Monitoring, Evaluation and Learning (MEL) Officer will be responsible for leading the design and implementation of program-level and project-level MEL systems and procedures that are technically appropriate. S/he will work with program staff and service providers to ensure effective monitoring, evaluation and learning for all the programs and projects of KRCT.

### **Job Responsibilities**

1. Design MEL systems for the programs of KRCT, starting with its mental health and psychosocial support (MHPSS) program, including:
  - Define program objectives and anticipated results
  - Develop MEL plans
  - Select and/or develop MEL tools in collaboration with programs staff
  - Build and maintain data systems
2. Implement MEL systems for the programs of KRCT, starting with its MHPSS program, including:
  - Monitor collection of data from beneficiaries and relevant stakeholders
  - Data management and quality control

- Data analysis and interpretation
  - Reporting on program indicators
3. Building staff capacity in M&E
- Train staff on relevant program frameworks
  - Train programs staff and service providers on data collection tools
  - Provide technical assistance to staff in monitoring, evaluating and reporting
  - Facilitate knowledge sharing and learning opportunities among program staff and partners
4. Learning and adaptation:
- Facilitate regular program reviews and implement learning mechanisms to reflect on program progress and identify lessons learned.

### **Key Working Relationships**

**Internally:** This position reports to Senior Management Team (SMT) and will maintain close collaboration with a partner organization of KRCT that will provide sustained mentoring and on-the-job technical training in MEL over an extended period of time.

### **Qualifications**

#### **Required**

- Bachelor's degree in a relevant field, such as statistics, international development, public health or social sciences.
- Five years of proven experience in the monitoring and evaluation of relief and development programs.
- Sound experience with surveys, data management, data analysis, and reporting.
- Familiar with results frameworks.
- Proficient in Microsoft Excel.
- Experience with management information systems.
- Excellent analytic and computer skills.
- Excellent communication and interpersonal skills; ability to work effectively with a wide range of stakeholders.
- Capacity to influence and obtain cooperation of individuals not under supervisory control.
- Languages: Native / near-native competency in Albanian and fluency in English (speaking, reading, writing).

#### **Desired**

- Master's degree in related subject.
- Experience in one or more core programming areas of KRCT.
- Experience in providing training and capacity building in technical areas.
- Familiar with a statistical package (such as SPSS or R).
- Experience with data visualization tools (such as Power BI or Tableau).
- Ability to work independently; self-motivated.
- Ability to take forward in-depth research from a wide variety of sources and present results.
- Experience with digital analytics (e.g., Google analytics, social media, etc.)

### **Application process**

Applications have to be submitted via e-mail to: [info@krct.org](mailto:info@krct.org) no later than **13 of October 2023**, indicating in subject line: **Application for MEL Officer**.

#### **Application needs to include:**

- CV;
- Cover letter, indicating relevant skills for this assignment, including recent experience;
- Two references/previous employers/supervisors who are able to comment on your ability to deliver on the assignment as described with ToRs.

Note: Incomplete proposals shall not be considered for further process. Proposals received after the exact time specified for receipts of application shall be considered late and shall not be evaluated. Only shortlisted candidates will be contacted.

