Organization for Sustainable Development Africa (OSDA)
E-mail: info@osdafrik.org Website: https://osdafrik.org/

VACANCY ANNOUNCEMENT

Accountability Assistant · Integrated Lifesaving WASH and Cash Assistance – Mandera County

Position	**Accountability Assistant**
Location	Mandera Town, with frequent travel to project sites in Mandera West (including Dandu) and Mandera South Sub-Counties (Mandera County)
Reporting to	Project Manager
Contract duration	Eight (8) months
Posting date	20th November 2026
Closing date	**27th November 2026, 5:00 PM East African Time**

1. INTRODUCTION

1.1 About OSDA

Organization for Sustainable Development Africa (OSDA) is a youth-led national non-governmental organization working with communities in Northern Kenya. OSDA's mandate over the years has been Humanitarian Response, Climate Action, Women and Youth Empowerment, Health and Nutrition, Peacebuilding and Governance, Research and Advocacy, Food Security and Livelihood (FSL), and Water, Sanitation and Hygiene (WASH). OSDA is a forward-thinking, community-focused organization dedicated to addressing the pressing socio-economic challenges facing vulnerable communities in Northern Kenya, Somali Region of Ethiopia and Somalia. Our work is grounded in the belief that sustainable development is key to creating empowered communities that can thrive amidst adversity.

OSDA's programs are designed to foster long-term resilience, promoting peaceful coexistence and ensuring that vulnerable populations are equipped to overcome future challenges. With a strong emphasis on partnerships and community-led approaches, OSDA is committed to delivering impactful, evidence-based interventions that uplift women, youth, and marginalized groups. Through our various initiatives, we strive to promote self-reliance, improve livelihoods, and build resilient communities across Northern Kenya, Ethiopia and Somalia.

OSDA is headquartered in Mandera County. It has a liaison office in Nairobi and offices in Garissa and Moyale. OSDA is also registered in Ethiopia and Somalia with the Federal Governments and Somali state of Ethiopia.

1.2 Project Overview

OSDA is implementing a ten-month project titled **'Integrated Lifesaving WASH and Cash Assistance for Crisis-Affected Communities in Mandera County'** funded through the OCHA-managed Country-Based Pooled Fund (CBPF) for Kenya. In Mandera County, the project aims to reduce excess mortality and morbidity from acute food insecurity and waterborne disease among drought- and flood-affected IPC Phase 4 households, children under five, pregnant and breastfeeding women, persons with disabilities and other vulnerable pastoral and agro-pastoral people in Mandera West (including Dandu) and Mandera South Sub-Counties (Mandera County).

The overarching objective of the project is to prevent further deterioration of food security and WASH conditions among vulnerable pastoral and agro-pastoral people (men, women, girls and boys) by providing 75% Minimum Food Basket cash to 2,145 IPC Phase 4 households (1,359 in Mandera West and 786 in Mandera South) and emergency WASH. Under WASH in Mandera County, the project will rehabilitate, upgrade and solarize five strategic multi-use water systems, giving people access to sufficient safe water to Sphere standard; train five Water Operators; and reach the targeted people with hygiene messaging through trained community health promoters.

2. POSITION SUMMARY

The Accountability Assistant will run the project's Feedback, Complaints and Response Mechanism (FCRM) in Mandera County as an independent function, separate from the implementation teams. The role manages the FCRM help desks, hotline and other feedback channels, records and follows up every case to closure, supports community awareness of rights, entitlements and complaint channels, and supports PSEA awareness and safe referrals. The Accountability Assistant will work closely with the MEAL, programme and finance teams and the PSEAH focal point so that community feedback informs timely adjustments to the cash and WASH activities.

3. KEY RESPONSIBILITIES

i. Feedback, Complaints and Response Mechanism (FCRM)

- Operate the two FCRM community help desks (Mandera West and Mandera South) and the office accountability desk in Mandera, including during targeting, registration, payment weeks and WASH activities.
- Manage the toll-free hotline, SMS, WhatsApp and email channels and the complaint boxes, and receive feedback passed on through local administration, village elders, community committees and hygiene promoters.
- Record all feedback and complaints on KoBo and the FCRM dashboard (date opened, category, action taken, date closed), and follow up each case until it is closed or in process.
- Refer cases to the responsible staff, including payment issues to the MEAL and finance teams and network issues to Safaricom, and inform complainants of the outcome.
- Pass water-point complaints (breakdowns, queues, safety and opening hours) to the WASH Engineer and Water Operators, and track them to closure.
- Conduct call-backs to a sample of cash recipients to confirm receipt of transfers and identify any deductions, delays or safety concerns.
- Review the FCRM case log monthly with the MEAL Officer and prepare monthly complaint-trend reports for the Project Manager, coordination forums and OCHA.

ii. Community Engagement and Information Sharing

- Inform communities, before registration and throughout the project, about what the FCRM can and cannot address, expected staff behaviour, how to complain, the targeting criteria, the transfer amount and schedule, and that assistance is free.
- Share information in Somali and other local languages through barazas, chiefs, hygiene promoters, noticeboards and pictorial materials, so that people who do not read, older people and persons with disabilities are reached.
- Ensure information and feedback channels are accessible to people with visual and hearing impairments, including audio and large-print materials, sign-language interpretation at barazas, and voice, SMS and WhatsApp options.
- Support the community baraza validation of beneficiary lists and record any exclusion or inclusion complaints.
- Support feedback sessions with women, men, youth, older people and persons with disabilities to capture their views on the cash and WASH activities.

iii. Safeguarding and PSEA

- Support PSEA awareness among communities, staff, enumerators, community health promoters and contractors, in liaison with the PSEAH focal point.
- Handle any sexual exploitation, abuse or GBV disclosure confidentially on a restricted, need-to-know basis, escalate it immediately to the PSEAH focal point, and, with consent, support referral through county GBV and child-protection pathways.
- Ensure personal data of complainants is protected and that FCRM reports shared externally are anonymised.

iv. Monitoring and Reporting

- Contribute to post-distribution monitoring and endline on awareness of rights, entitlements and feedback channels, and on safe and dignified access to assistance.
- Contribute FCRM data to monthly narrative and 4W reports and to the mid-point and end-of-project reports.
- Keep records of barazas, community meetings and feedback sessions, with attendance disaggregated by sex, age and disability, as evidence for accountability reporting.
- Document lessons learnt from community feedback and share recommendations for adjusting messages, proxy arrangements, payment timing and water-point hours.

v. Other

- Perform other duties as may be assigned by the line manager.

4. QUALIFICATIONS AND EXPERIENCE

- Diploma or Bachelor's degree in Social Sciences, Community Development, Social Work, Development Studies or a related field.
- At least 2 years of experience in accountability to affected populations (AAP), complaints and feedback mechanisms or community engagement in humanitarian projects.
- Experience with cash assistance or WASH projects is an advantage.
- Good knowledge of PSEA, safeguarding, protection mainstreaming and safe referral principles.

- Ability to handle sensitive information with discretion, confidentiality and respect for data protection.
- Experience using KoBo Toolbox or ODK and Microsoft Excel to record and analyse data.
- Good interpersonal, listening and communication skills, with the ability to engage respectfully with community members, including women, older people and persons with disabilities.
- Fluency in Somali and/or Borana and good written and spoken English.
- Good knowledge of the local context and communities in Mandera County.
- Willingness to travel frequently to project sites in Mandera County.
- Experience working in insecure environments and ability to strictly adhere to OSDA's security operating procedures.

5. HOW TO APPLY

Interested candidates should send a **single PDF** containing a cover letter, a detailed CV with three professional referees (including a recent supervisor) and copies of academic and professional certificates to **info@osdafrik.org** with the subject line **"Accountability Assistant"** by **5:00 PM East African Time on 27th November 2026**.

Early application is encouraged as this position is urgently required. This is a rolling recruitment and OSDA reserves the right to appoint a suitable candidate as soon as they are identified.

OSDA is committed to equal opportunities and diversity. We welcome and encourage applications from women, persons with disabilities, minority and underrepresented groups, and candidates from the targeted communities in Mandera County.

OSDA has zero tolerance for sexual exploitation, abuse and harassment (SEAH). The successful candidate will be required to sign and adhere to OSDA's Code of Conduct and PSEA policy and will be subject to reference checks.

Only short-listed applicants will be contacted.