



Reconnect. Rebuild. Recover

Amna (previously known as Refugee Trauma Initiative)

Job title: Learning and Impact Manager	
Team: Learning, Monitoring, Evaluation and Research	Location: London office or Thessaloniki office
Contract type: This is a consultancy role for up to 12 months, and the post-holder will be responsible for paying their own taxes. Annual wage: 37,000-42,000 GBP	

Background:

Founded in 2016, Amna is committed to supporting community and frontline workers to bring non-clinical mental health support to every child and family affected by violence and displacement. Our mission is to help communities heal from violence and displacement. Our vision is a world where a caring mental health worker is within reach of anyone affected by trauma. After five years of delivering direct services for families, young children, young people and men and women in Greece, Amna is now replicating its model to train frontline workers and support local organisations in additional countries and communities.

Safeguarding:

The role-holder will have experience working according to ethical and good practice safeguarding principles. They will be expected to adhere to and promote Amna’s Child and Vulnerable Adult Safeguarding Policies as they will be involved in and responsible for programmes working with children and vulnerable groups in different settings.

Role purpose:

The purpose of this role is to develop organisational frameworks and tools and design and implement a strategy for monitoring, evaluating and learning from Amna’s psychosocial support for people affected by displacement. These include tracking progress against our organisational strategy as well as our direct delivery, advocacy and training programmes. We deliver projects both directly and indirectly, primarily through local organisations who receive training and capacity-strengthening from Amna.

The role will enable Amna to understand the impact, effectiveness and quality of its work for the purposes of internal reflection and learning, continuous improvement of the programmes, accountability to the communities we work with, donor engagement, and to support Amna’s strategic development and advocacy initiatives.

Key areas of responsibilities:

Oversight and strategy

- Develop and refine Amna’s learning, monitoring, evaluation and research (LMER) strategy and philosophy.
- Adopt an equity-based approach to LMER, which incorporates participatory approaches, and is trauma- and identity-informed, to aid understanding of impact.

- Manage different workstreams and relationships with various internal and external stakeholders including volunteers and consultants.
- Manage available resources for LMER.
- Support information and knowledge management as appropriate.
- Support overall strategic planning and development.

Impact, Monitoring and Evaluation

- Support the development of organisational and programmatic theories of change and frameworks to ascertain the impact of our work.
- Design, test and refine effective data collection tools and systems, suitable to the needs of programmes and participants.
- Work with teams to incorporate monitoring, evaluation and learning processes into programme design and delivery.
- Conduct and support monitoring and evaluation of Amna's strategy, operations and programmes including administrative, logistical and project management support.
- Build and maintain good working relationships with organisational and programme partners and be a key point of contact for monitoring, learning and research activities.
- Train / induct staff, partners and volunteers on Amna's approach to LMER, which includes equity-based evaluation.
- Train and support Amna staff and partners in data collection.

Learning

- Support Amna teams to engage in continuous learning, reflection, and documentation -- creating systems as necessary.
- Capture learning from programmes to inform programme development, strategic planning, donor reporting and understanding of impact.
- Lead on complex donor reporting and generation of monitoring and evaluation elements of funding proposals.
- Prepare reports for Amna's Board and external audiences as required.
- Contribute to advocacy and research reports as needed.

Research

- Work closely with Amna's senior leadership team (SLT) to design and conduct research tasks which inform our strategic, programming and advocacy efforts. This may include conducting desk reviews, writing research briefs, managing research collaborations with external consultants.
- Design internal studies and research related to programmes and the wider organisation (e.g. internal assessment for organisational strategy development, staff surveys, and needs assessments).
- Commission and manage research collaborations with external researchers to deepen understanding of organisational impact. Act as key liaison between Amna's research partners/collaborators and the Amna team and relevant partners.
- Respond to research initiatives as they arise (such as external consultancies).

Data management

- Manage high quality data collection and storage by Amna and partner staff on project indicators.
- Manage maintenance of accurate, up-to-date, and secure databases.
- Manage management of the attendance database, liaising with database developer as needed.
- Manage design of data collection, analysis and storage systems as required.
- Ensure high standards of responsible data handling and adherence to GDPR.
- Manage consultants and employees as required.

External communications and reporting

- Produce reports on programme progress, outcomes and impact (e.g. to donors), collaborating with colleagues as required.
- Support the creative and innovative dissemination of findings and insights from programmes.

Administrative and other support

- Uphold Amna's values with communities, staff, partners, donors and official bodies.
- Other tasks related to the role, with mutual agreement.

Qualifications and Experience:

- A minimum of 7-10 years of experience in Impact Assessment/ Learning, Monitoring & Evaluation/Research/Information and Knowledge Management and Data Management in the I/NGO sector.
- Excellent writing and presentation skills.
- Excellent data analysis skills (Quantitative and Qualitative).
- Excellent information management skills.
- Excellent research skills.
- Excellent project management skills.
- Experience designing and implementing data collection methods (Questionnaires, interviews, focus group discussions etc.).
- Experience in working across multiple countries.
- Excellent understanding of responsible data policies and GDPR, and discretion with confidential and sensitive data.
- Ability to self-motivate, effectively prioritise, and to work independently and proactively with minimal supervision (this role will be based in the UK or Greece).
- Excellent written and oral communication skills in English required, including report development, writing and editing.
- Demonstrable attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- Knowledge and experience of refugee rights, international early childhood development, youth work, psychosocial approaches and social and emotional learning is an advantage.
- Computer literate with a high degree of proficiency and productivity, especially in Microsoft Excel, Word, and Powerpoint.
- Able to think on an analytical and conceptual level.
- Experience managing consultants and volunteers.
- Innovative, solution-orientated, and innovative.
- Flexible and adaptable attitude.
- Passionate about the mission of Amna and aligned with our values.
- Able to travel to countries in which we operate periodically.

Preferred

- Experience working in the humanitarian sector, and/or for a start-up or grassroots organisation.
- Experience working in a multiorganisational team (international and national partners).

- Demonstrated interest in Amna 's areas of programming, e.g. volunteer or paid work related to mental health support and wellbeing, migration and displacement, and/or early childhood development and education.
- Experience using Typeform.
- Additional languages, particularly those from the refugee communities we work with, such as Dari, Arabic and Farsi.

Benefits:

- Amna offers Psychological Support Fund for its employees and are eligible to apply after the end of the probation period.
- Amna offers reflective supervision to all employees.

How to Apply:

Please send your CV and motivation letter to dea@amna.org by 1st July 2022.

For more information on Amna's work please visit our website: www.amna.org.

Only Shortlisted candidates will be contacted.