



MENAR Fellowship Job Description

ORGANIZATION DESCRIPTION:

Collateral Repair Project (CRP) was started in 2006 by two American women who worked hard to stop the US invasion of Iraq and grieved over the loss of innocent lives in their name. They wanted to establish an organization that allowed for a direct connection between citizens of coalition countries and innocent Iraqis who suffered from the consequences of war.

They decided to set up Collateral Repair Project in Amman, Jordan, where many refugees were relocating. Much of CRP's early work was charity related, but as the organization grew it ran numerous programs focusing on community building, education, and emergency aid. Activities have greatly expanded over the years and CRP now serves Jordanians as well as Iraqis and other nationals fleeing their countries' violence, particularly Syrians who are part of the huge refugee influx into Jordan.

Our programs seek to restore dignity and community among displaced urban refugees as well as to ensure that their basic food and housing needs are met. CRP provides emergency assistance to hundreds of families through in-kind aid, information and referral services, and a monthly food voucher program that provides eligible households with coupons to purchase fresh produce and groceries. CRP's Family Resource and Community Center offers many activities and learning opportunities to allow refugees to begin to rebuild the communities they lost after fleeing their home countries.

CRP's strengths include a wealth of knowledge about the refugee community in East Amman and strong relationships with the beneficiaries we serve. The community center is a place where many refugees, prohibited by Jordanian law from working, spend their days. Because of this, CRP has cultivated strong grassroots support from beneficiaries, many of whom go on to become volunteers, helping to assist their neighbors to access programs and services.

CRP is located in Hashemi Shamali in East Amman. It is a registered 501(c)(3) tax-exempt non-profit organization in the United States of America, and registered as an international organization with the Ministry of Social Development in Jordan.

GENERAL POSITION SUMMARY:

The Programs and Administrative Manager is responsible for monitoring and improving overall center quality and customer service. S/he works closely with the Executive Director (ED) for partner outreach, is a valuable administrative and financial support for various programs, and manages the center schedule and all international volunteers.

Essential Duties and Responsibilities:

1. Assistant to the Executive Director (20%): Provide assistance to the ED on tasks and projects as necessary. This includes, but is not limited to, the following:
 - Providing ad hoc research on needs and potential projects
 - Conducting outreach to and coordination with organizations (in tandem with ED) for partnerships and/or funding in Jordan



- Evaluating opportunities to partner with local organizations
 - Mapping and establishing contact with local like-minded organizations
 - Managing administrative databases and system
 - Managing petty cash, including coordinating with project managers
2. Volunteer Management/Center Activities Scheduling (20%):
- Work with ED and Deputy Director (DD) to determine program activity needs
 - Maintain the CRP Activity Schedule in coordination with Program Managers, ensuring all programs have a location, and staff and volunteers to conduct them
 - Coordinate CRP events (field trips, community concerts, etc.) in close coordination with Program Managers
 - Serve as the point of contact for all volunteers
 - Vet, place, and orient all volunteers and interns
 - Collect all necessary documentation (Scopes of Work, Code of Conduct, etc.)
 - Determine volunteers' weekly and daily assignments, and follow-up on their work
 - Organize and facilitate weekly meetings for volunteers
3. Quality Assurance, Learning and Innovation (QALI) and Customer Service (30%):
- Attend program activities and provide ongoing feedback to ED, DD, and Program Managers on program implementation quality
 - Brainstorm and provide solutions to problems as they arise
 - Conduct research on how to improve various programs
 - Serve as first point of contact for international visitors to the center, including potential donors and volunteers
 - Provide troubleshooting assistance to donors and volunteers as necessary
 - Ensure CRP values are being demonstrated at the center
4. Program Assistance (20%): Provide assistance to various programs as needed. This may include the following:
- Assistance to project managers in project reporting, budget tracking, and oversight
 - Participation in fundraising and campaign initiatives

SUPERVISORY RESPONSIBILITY:

Interns and international volunteers

REPORTS DIRECTLY TO:

Executive Director

WORKS DIRECTLY WITH:

Executive Director; Deputy Director; Director of Communications; Director of Data and Marketing; Program Managers; interns and volunteers

SUCCESS FACTORS:

- Creativity and flexibility in planning and problem solving
- Proficiency in spoken Arabic (Jordanian and/or Iraqi dialect) strongly preferred
- Demonstrated ability to lead and communicate effectively with team members of varied work styles, follow procedures, and meet deadlines



- Proven ability to learn quickly, take initiative, and be accountable for results
- Team oriented, with an ability to work with diverse groups of people
- Conscientious, with an excellent sense of judgment