



Job Description

Programme Coordinator

(Investigations and Survivor Support)

Reports to: Manager, Complaints, Investigations and Survivor Support

Supervisory responsibilities: none

Start Date: As soon as possible

Location: Nairobi, Kenya

Contract Type: National contract - Full time (modalities yet to be determined e.g. direct or hosting contract)

Salary: Classification in progress (estimated between Khs 330'000-480'000 monthly, depending on experience and qualifications)

Specific Requirements: Eligibility to work in Kenya

Application Deadline: 6 March 2026 (rolling screening/interviews)

Job Purpose

The Programme Coordinator plays a key role in advancing survivor-centred accountability principally by supporting the delivery of two programmes: EMPOWER and Investigator Qualification Training Scheme (IQTS).

Working under the strategic oversight of the Manager, Complaints, Investigations and Survivor Support, the role coordinates complex multi-stakeholder activities, provides technical advice and assistance, advances learning and knowledge management. They work closely with colleagues within the CHS Alliance Secretariat, partners and stakeholders at country, regional and global levels to ensure high-quality delivery and coherence.

About CHS Alliance

The CHS Alliance is a global network of humanitarian and development organisations working to ensure that aid is safe, ethical and accountable to the people it serves. Our members are united by a shared vision: that people and communities affected by crisis, conflict or poverty are able to influence the assistance they receive, access quality support, and hold organisations to account.

Anchored in the Core Humanitarian Standard on Quality and Accountability (CHS), the Alliance supports organisations to place people at the centre of humanitarian and development action. Protection from sexual exploitation, abuse and harassment (PSEAH) is integral to this mission.

Through our collective PSEAH initiatives, CHS Alliance provides systems support, practical tools, guidance and technical expertise to help organisations prevent harm, respond effectively to SEAH, and strengthen survivor-centred accountability. Our work aims to uphold organisational cultures rooted in dignity, compassion, safety and respect, while driving learning and reform across the aid sector.

As part of its wider work on PSEAH and accountability, CHS Alliance is implementing two programmes to strengthen survivor-centred PSEAH and accountability:

The **EMPOWER programme** focuses on prevention, awareness, safe reporting, survivor support and accompaniment, working closely with communities and Women's Rights Organisations (WROs) to ensure that accountability mechanisms are trusted, accessible and responsive to survivor needs. The EMPOWER programme will be delivered in Bangladesh and Ethiopia.

The **Investigator Qualification Training Scheme (IQTS)** focuses on strengthening the quality, availability and sustainability of survivor-centred SEAH investigations. It supports organisations through guidance, capacity strengthening, professional communities of practice and access to a global roster of qualified SEAH investigators. IQTS will be delivered through both face to face and remote training in 20 countries where the risks of SEAH are greatest.

Main Responsibilities

1. Programme Coordination & Delivery

- Facilitate engagement and coordination with key stakeholders, including CHS Alliance members, governments, civil society organisations (particularly Women's Rights Organisations), UN entities, PSEAH, GBV and Protection mechanisms.
- Act as a central coordination point between CHS Alliance teams, implementing partners, consultants and technical experts.
- Coordinate the planning, implementation and monitoring of programme activities across countries and programmes.
- Monitor progress against workplans and deliverables, identify operational risks and challenges, and propose mitigation measures.
- Ensure accurate, timely and secure management of programme documentation, data and records, including sensitive information.

2. Technical Support to Survivor-Centred Practice

- Provide technical guidance to organisations and partners on survivor-centred PSEAH approaches, including SEAH risk analysis and mitigation, complaints handling, community engagement, case management, survivor support and investigations.
- Coordinate and deliver training and capacity strengthening efforts on SEAH detection, survivor-centred complaints handling, case management and investigations.
- Where delegated, lead/supervise/support administrative SEAH investigations.
- Support the operational management of a global SEAH investigation roster, including investigator matching, contracting processes, quality follow-up and professional development support and mentoring as appropriate.

3. Learning, Evidence & Knowledge Management

- Lead and support the systematic documentation, synthesis, creative use and presentation of learning and evidence generated through programme implementation.
- Ensure programme learning informs guidance, tools, global goods and organisational learning processes.
- Develop and disseminate knowledge products, technical briefs, learning materials, blogs, webinars, presentations
- Advance engagement and partnerships with civil society, academic and technical organisations to strengthen evidence, learning and sector uptake of innovations.
- Represent the CHS Alliance in key fora, technical working groups, and events.

Perform other tasks as agreed with your line manager that contribute to the mission and aims of the CHS Alliance.

Key Contacts:

Internal:

CHS Alliance Secretariat teams (PSEAH, verification, membership, operations and communications) and the broader Alliance membership.

External:

- Local and national civil society organisations and networks
- Investigators’ communities and expert groups
- CHS Alliance member organisations
- Humentum
- UN PSEA networks, GBV clusters, and Protection Clusters
- NGO consortia such as ICVA, SCHR, and InterAction
- UN Humanitarian Country Teams, host governments, and donors
- IASC members, Office of the Special Coordinator on UN Response to SEA, and UN Office of the Victim’s Rights Advocate
- Academic partners
- Safeguarding Resource and Support Hub
- Networks of survivors and their allies

Person Specification

	Essential	Desirable
Qualifications:	<ul style="list-style-type: none"> ● University degree in Law, International Development, Social Work, Gender, Humanitarian studies, or other related field. 	Postgraduate degree or equivalent in relevant area.
Experience and Knowledge:	<ul style="list-style-type: none"> ● A Minimum 5-7 years’ relevant professional experience ● Demonstrated experience with supporting or leading safeguarding/SEAH investigations, case management, providing support to victim/survivors. ● Sound understanding of the peacekeeping-development and humanitarian sector including coordination mechanisms. ● Familiarity with the Core Humanitarian Standard (CHS) 	IQTS Tier 3 qualification or equivalent Network and experience working with WROs
Skills and Competencies:	<p>Safeguarding/ PSEAH:</p> <ul style="list-style-type: none"> ● Strong technical knowledge of safeguarding/ PSEAH. ● Experience handling sensitive and confidential information with sound judgment, risk awareness, and respect for survivor safety. ● Knowledge of relevant international standards, best practices, and sector initiatives. <p>Programme Coordination & Organisational Skills:</p> <ul style="list-style-type: none"> ● Excellent planning, coordination, and project management skills, with the ability to manage multiple competing priorities and deadlines. ● Strong ability to analyse complex issues and translate findings into clear, actionable guidance for diverse stakeholders. 	

	<ul style="list-style-type: none"> • Sound judgment, proactive approach, and the ability to foresee and mitigate operational risks. <p>Communications & Inter-personal Skills:</p> <ul style="list-style-type: none"> • Excellent communication, facilitation, negotiation, and representation skills, with the ability to build positive relationships and partnerships at different levels. • Experience working across cultures and nationalities, with sensitivity to gender, diversity, and inclusion. <p>IT:</p> <ul style="list-style-type: none"> • Proficient in Microsoft and standard project management tools. 	
Languages	<ul style="list-style-type: none"> • Fluency in English 	Spoken and written French and/or Arabic
Behaviour	<ul style="list-style-type: none"> • Championing feminist, survivor-centred and local leadership principles and values including commitment to diversity and inclusion (race, gender, power). • Demonstrates CHS Alliance values (work as a team, act with integrity, aim for excellence, respect, and care for each other and think creatively), respects and upholds CHS Alliance Code of Conduct. • Proactive, dynamic, adaptable and committed to delivering high-quality results. 	
Eligibility	<ul style="list-style-type: none"> • Eligibility to work in Nairobi 	

IMPORTANT NOTICE:

The CHS Alliance has a zero-tolerance approach to all forms of violence, discrimination, harm, abuse, exploitation - including sexual exploitation, abuse and harassment - as well as fraud and corruption, towards any individual.

As representatives of the CHS Alliance, staff behaviour must be seen to be of the highest standard and in keeping with the CHS Alliance vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks. As part of these checks, the CHS Alliance is participating in the [Misconduct Disclosure Scheme](#) (MDS). The participation in the MDS requires the CHS Alliance to seek information about candidate's misconduct (including sexual exploitation, abuse and harassment) with any previous employers for at least the past five years.

APPLICATION INSTRUCTIONS:

How to apply: Interested candidates should submit their applications by email to: recruitment@chsalliance.org

Applications shall include a short CV and a motivation letter. Please mention your name and the vacancy job title in the subject line.

Deadline for applications: CHS Alliance will operate a rolling screening of applicants. Final deadline is 6 March 2026.

