MCC SALT Service Opportunity

Assignment Title & Partner Organization: SALT: Data Collection & Evaluation Intern – Collateral Repair Project

Term: August 11, 2020 – July 17, 2021
FTE: 1.0
Location: Amman, Jordan
Date Required: August 11, 2020

Program details can be found at mcc.org/salt

MCC is an equal opportunity employer, committed to employment equity. MCC values diversity and invites all qualified candidates to apply.

Synopsis:

The SALTer will serve alongside Collateral Repair Project (CRP) to assist with designing data collection techniques, building applications, and contribute to the development of monitoring, evaluation and learning (MEL) frameworks for all ongoing projects.

Qualifications:

All MCC workers are expected to exhibit a commitment to: a personal Christian faith and discipleship; active church membership; and nonviolent peacemaking.

An invitation to an assignment is contingent on the successful completion of a criminal background check.

- Bachelor's degree in (or extensive coursework in) information sciences, computer sciences, statistics, or relief and development is ideal.
- English fluency required, both oral and written.
- Arabic proficiency preferred; strong desire to learn Arabic required.
- High level of computer literacy.
- Ability to set and achieve challenging goals.
- Ability to collect and synthesize complex and diverse information to strengthen proposals.
- Ability to gather and analyze information skillfully to resolve problems quickly.
- Ability to independently interpret information expressed in data, diagram or schedule form.
- Ability to take complex information and write it clearly and concisely, under deadline.
- Monitoring evaluation experience strongly preferred, especially in a grassroots NGO or NGO focused on refugees.

Assignment Narrative:

Collateral Repair Project (CRP) is a community-based organization based in Amman, Jordan, working to assist displaced and disenfranchised communities. In operation since 2006, CRP now serves Iraqi, Syrian, Sudanese, Yemeni, Somali, and vulnerable Jordanian populations. CRP employs a holistic approach in its work, seeking to both assist our most vulnerable community members with meeting their basic needs, and to provide educational, skill-building, and psycho-social support via our range of community programs. At the center of this approach is CRP’s commitment
to fostering social cohesion, providing beneficiaries with the tools to build resilience and have greater hopes for the future.

The SALTer would join the Data Team under the supervision of the Monitoring, Evaluation & Learning (MEL) Officer. The intern would contribute to designing data collection techniques, building applications, and contribute to the development of MEL frameworks for all ongoing projects.

S/he will work with bespoke data applications that CRP uses to record attendance at all community center activities and track the level of participation of community members in various services provided. S/he will also work with the Director of Emergency Assistance (EA) to analyze old data and track new data recorded during home visits to the most vulnerable beneficiaries. This information informs the decision to give basic needs assistance (food vouchers) to selected families.

The ideal candidate would have fluency in both English and Arabic, high computer literacy, strong analytical skills, and solid interpersonal communication skills. Previous experience with data engineering, preparation, and/or cleaning is preferred. In return, the candidate would gain experience in back office non-profit management in a grassroots context.

Duties:

Specific tasks and duties with be determined in coordination with the direct supervisor. Generally, involvement will include the following:

- Assisting in the development and implementation of appropriate data collection and analysis instruments, methodologies, and data/information dissemination/utilization plans
- Assisting in maintaining electronic and/or paper-based systems for tracking and reporting all quantitative data and information.
- Designing data collection techniques and building applications (using AppSheet and connected tools) to improve our data collection and beneficiary management processes, by soliciting input on design needs and cataloging app feature requests.
- Creating data sources for consumption in reporting tools (Excel, Tableau) for use by internal stakeholders and management.
- Performing analysis as required in the areas of donors, marketing, program management, registration, distribution, and/or measurement and evaluation.

Location Description:

Jordan is an arid/semi-arid climate, and is very hot. From April to October, it is dry and dusty. In winter it’s cold, mostly inside because many buildings don’t have central heating. There are sprinklings of rain six months out of the year which by some estimates makes Jordan the third most water scarce country in the world.

Amman is comprised of seven primary hills. Most of them are very steep, so the city’s a blend of peaks and valleys. Limestone buildings draped with internet wires, clothes lines and freshly hung laundry scatter the hilltops, and big, half-finished sky scrapers take up space in the centrally located valleys. There aren’t always sidewalks. When there are, they’re usually 1) cracked, 2) half-dominated by trees, or 3) blocked by trashcans and cats. There are only a few, relatively small parks with benches and some green space.
Jordan is relatively safe. Its continued safety is never a guarantee, and workers must abide by MCC and partner safety and security guidelines.

Public transport consists of city buses on irregular schedules, services (taxis) on set routes, and regular taxis that usually go anywhere. Amman is crowded, including its roads. Traffic is thickest from 11:00 a.m. - 6:00 p.m. The variations in traffic patterns can add a considerable amount of time onto trips you take via taxi. This requires patience and planning ahead. Cars don't stop for pedestrians. If you step into the road, they'll yield. This takes getting used to.

The SALTer will live in a flat with housemates who are either other SALTers or young adults living/working in Amman. On rare occasions individuals will stay with a host family during language study at the beginning of their term. S/he must be prepared to live a relatively autonomous life in which s/he cooks, cleans, shops, secures internet, travels and manages resources independently. Location for housing depends on availability of apartments when the assignment begins.

There is a bit of variety in dress in Amman: short sleeves, sleeveless, burqas, hijabs, skirts. More men wear shorts in the summer in West Amman. Women rarely, if ever, do. Participants must abide by guidelines from MCC and the partner regarding appropriate dress and seek to be culturally appropriate.

Wifi is relatively slow. There are few branded repair shops, but many small, cramped shops with people able to repair hardware or software. Many illegal copies of software, DVDs, etc. Prices are higher for any name-brand technology, including cameras, phones, headphones, laptops, etc.

Jordan has numerous well-respected hospitals and medical facilities including, but not limited to: Al Khaldi, Lozmelah, and Jordan Hospital. Depending on housing, these options will range from about a ten-minute walk to a thirty-minute drive away.

CRP's main office is located in Hashemi Shamali in East Amman, about a thirty-minute drive from MCC Iraq, Iran & Jordan (IIJ)'s head office. Amanda Lane serves as CRP Executive Director with a leadership team including a deputy director, staff development and training volunteers, quality assurance specialist, communications director, data & marketing director, education & youth program director. The SALTer would work primarily with the communications and the education & youth program directors.

Challenges:

- Jordan is very dusty and hot. There is also excessive pollution, with an abundance of gas fumes, car exhaust, and trash.
- Challenges are likely to be expected in adapting to life in a conservative culture with limited privacy, more conservative dress codes and more rigid gender roles than many Canadian/US Citizens are accustomed to. Most women and men abide by and expect you to embrace traditional gender roles. Navigating these expectations can be hard.
- Building new friendships takes a lot of time, investment and perseverance.
- Staring is common and not considered rude or taboo.
- Arabic is needed to hold a substantial conversation with most people in Jordan. In Amman more people speak English, but Arabic is still needed, especially if you want to build relationships with non-westernized Jordanians, Iraqis, Syrians, Sudanese, Somali, etc. MCC
will provide basic language learning, but the worker must make a concerted effort to continue to independently learn Arabic.

- Sexual harassment in the form of catcalling occurs regularly. This includes hooting and hollering at women from cars, sidewalks, and buildings. MCC is committed to proactively providing guidance and support on how to deal with harassment, should it occur.

- In Jordan, perceptions of LGBTQ+ individuals are predominantly negative, this is equally so in Christian communities. An openly LGBTQ+ individual may face significant challenges with acceptance in this context.

- People expect you to smile, greet them and be friendly. If you’re a task-oriented person who forgets these things because you’re focused on getting-stuff-done, you may not be well received by your local colleagues. We encourage you to embrace being and building relationships when there’s not a lot to “do.”

- Job/life responsibilities may not be as clear as one is accustomed to. If you can adapt to this and take initiative to create the most out of your work and personal time, you’ll find that this can be an incredibly rich experience, even if you end up doing lots of random, mundane tasks you never expected to do.