



PARTNERSHIP FOR
GOVERNANCE REFORM

Terms of Reference Template for Consultant Recruitment

I. Position Information
Job code title : Safeguards & Grievance Redress Officer (Consultant contract) Directorate : Executive Office Report to : Executive Director
II. Job Purpose
KEMITRAAN works to advance transparent, accountable, and inclusive governance in Indonesia through capacity building, policy advocacy, research, and the implementation of innovative programs. Over the years, KEMITRAAN has built a strong network of government agencies, civil society organizations (CSOs), international donors, and private sector partners, enabling the organization to leverage diverse resources and expertise to achieve sustainable development outcomes. As KEMITRAAN continues to expand its programs and partnerships, it is essential to strengthen the implementation of safeguards and the Feedback and Grievance Redress Mechanism (FGRM). This is necessary to ensure that the organization can effectively identify and manage social and environmental risks, address emerging issues in a timely manner, respond to stakeholder concerns before they escalate into disputes, and safeguard its reputation. Strengthening these functions will also help KEMITRAAN uphold accountability, foster stakeholder and donor trust, and provide a safe, accessible, and transparent channel for reporting concerns, particularly those related to integrity, social and environmental risks, and all forms of exploitation, abuse, and harassment. In turn, the mechanism ensures that complaints and concerns are received, assessed, investigated, and resolved fairly, promptly, and transparently. To support these objectives, KEMITRAAN intends to engage an individual consultant to serve as the Safeguards and Grievance Redress Officer. Under the guidance of the Executive Director and in accordance with KEMITRAAN's policies and standard operating procedures (SOPs) on safeguards and the FGRM, the Safeguards and Grievance Redress Officer will serve as the organization's focal point for safeguards and grievance management.

III. Principal Accountabilities

The **FGRM Officer** ensures that information regarding the **KEMITRAAN FGRM** mechanism is publicly accessible and that all complaints are properly received, processed, and resolved. For eligible grievances, the Officer facilitates the resolution process, tracking each case to ensure it is followed up according to institutional policies and successfully closed. Rather than conducting independent investigations or unilaterally deciding on solutions, the Officer acts as a neutral facilitator, collaborating closely with the complainants, Project Management, and the specific internal entities or staff involved.

In particular, the Officer is expected to:

- ❑ Work with the Executive Office, the External Communications Team, and the Project Management Units (PMUs) and Grants Management Unit (GMU) to ensure FGRM and whistleblowing information, channels, and reporting mechanisms are publicly available, accessible, and fully operational.
- ❑ Receive complaints and coordinate their follow-up until cases are resolved and closed.
- ❑ Ensure that complaints are recorded, screened, assessed, and handled in accordance with organizational policies and SOPs.
- ❑ Identify and coordinate expert reviewers or investigation panels as needed.
- ❑ Work with the Strategy & Institutional Growth Directorate to ensure that relevant policies and SOPs are adequate and effectively implemented.
- ❑ Work with the Strategy & Institutional Growth Directorate, the Program Unit and the Human Resource Unit to develop, update, and facilitate safeguards and FGRM capacity-building activities and training materials and programs as required.
- ❑ Prepare monthly case updates and an annual report on FGRM implementation.
- ❑ Represent KEMITRAAN at FGRM-related meetings, events, and forums.

IV. Deliverables

- ❑ Accessible and operational FGRM and whistleblowing system maintained.
- ❑ Complaints and grievances managed and resolved in accordance with established policies and SOPs.
- ❑ FGRM policies, SOPs, and training materials reviewed, updated, and effectively implemented.
- ❑ FGRM training and capacity-building activities delivered as required.
- ❑ Timely FGRM **monthly and annual** reports produced and stakeholder engagement maintained.

IV. Time Frame



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The Consultant will work based on a mutually agreed work order and timesheet. For the first month, preparation and coordination work will be required, which is estimated up to 10 days. In the following months an average level of effort of 2 (two) working days per month and up to a maximum of 10 (ten) working days per month when cases arise.

IV. Qualifications

Education

University degree in Social Sciences, Environmental Management, Law, Public Policy, Community Development, International Development, Human Rights, Psychology, or a related field (A master's degree in a relevant field will be an advantage).

Professional Experience

- ❑ At least **5 years of relevant experience and exposure** in safeguards, grievance redress, accountability mechanisms, stakeholder engagement, social development, compliance, or related fields.
- ❑ Experience in handling complaints, particularly sensitive complaints, including integrity-related issues and safeguarding concerns, is highly desirable.
- ❑ Experience in facilitating training and capacity-building activities.
- ❑ Experience working with donor-funded development programs, NGOs, international organizations, or government projects.

Technical Skills

- ❑ Sound knowledge on Safeguards and FGRM.
- ❑ Familiarity with safeguarding principles, including prevention of exploitation, abuse, harassment, and retaliation.

Competencies

- ❑ Strong facilitation, training, and presentation skills.
- ❑ Excellent communication and interpersonal skills.
- ❑ Strong analytical and problem-solving abilities.
- ❑ Excellent report-writing and documentation skills in English and Bahasa Indonesia.
- ❑ Ability to handle sensitive information with discretion, impartiality, and professionalism.
- ❑ Ability to work independently and maintain neutrality in complaint and investigation processes.

Personal Attributes

- ❑ High integrity and commitment to accountability and ethical standards.
 - ❑ Demonstrated impartiality and sound judgment.
 - ❑ Respect for diversity, inclusion, and protection of vulnerable groups.
- Ability to maintain confidentiality and manage sensitive cases objectively.



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V. Signatures - Job Description Certification

Name

Signature

Date

Name

Signature

Date

Name

Signature

Date