

Sultan Haider

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Achievements:

A seasoned humanitarian professional with over +10 years of experience with various humanitarian organizations as a humanitarian Accountability specialist.

Have led field teams and responded to different humanitarian emergencies occurred in the last decade such as the 2005 Earthquake, 2009 IDPs (Internally displaced persons) conflict, Floods and IDPs (response 2010- 2012 including Afghanistan emergency response and Typhoon Philippine 2014.

Conduct and facilitate national and international trainings on various international standards including Sphere Minimum Standards, AAP, HAP, INEE, LEGs, CPMS standard, CHS, DRR, RCRC code of conduct, Protection and complaint response mechanism.

Specializes in emergency response, capacity building and M&E of humanitarian organizations on internationally recognized standards for quality & accountability assurance.

Conduct accountability assessment and provision of technical assistance/services in DRR, protection and accountability mainstreaming.

Successfully developed, managed, monitored and evaluated projects of major institutional donors like CIDA, SIDA, OFDA, AusAID, ECHO, DFID, DEC, Unicef, UNHCR, UNDP, OCHA-ERF

Experienced in managing and monitoring EFSL, DRR, Emergency Response, Primary Education, livelihood and protection related projects.

Managed team of over 40 staff/volunteers

Masters in political science and post graduate Diploma **in Disaster Management**.

International Experience:

Stationed on short term assignments in Afghanistan, India, Nepal, Malaysia, Philippines, and Thailand. Possess experience of working with diverse national and international teams.

WORK EXPERIENCE: PRESENT Job Title: Accountability Manager

(April-16 till date) at International Rescue Committee (IRC)

Responsible for:

- Review IRC policies and consult with IRC management, Program staff, local partners, beneficiaries, and other stakeholders to get their feedback on complain response mechanism,
- Develop a comprehensive CRM Framework with clear policy and procedures based on IRC accountability policies and feedback from IRC management, community and other stakeholder of IRC:
- Train staff on CRM framework, enable them to sensitize the communities to use their right of complaints and collect real time complaints when needed and investigate complaints;
- Facilitate program team to develop quality standards for their program interventions and ensure the placement of these standards in the form of accountability banners at common community places i.e. School, health centre, distribution points, training venues etc.;

- Develop a comprehensive system to receive complaints, categorize, investigate and report;
- Monitor complaints received and response (follow up) processes through developing and maintaining a logging or tracking mechanism;
- Adapt and improve the CRM based on monitoring of its effectiveness, analyze the patterns and trends of complaints to improve the programming
- Work closely with global and regional integrity and accountability colleagues to strengthen the system in Pakistan and improve coordination and communication flow.

WORK EXPERIENCE: Job Title: Quality and Accountability (Q&A) Specialist

(Jan-14 March 2016) at community world service Asia

Responsible for:

- Responsible for the design and management of multi sectoral humanitarian response as per humanitarian accountability framework and in accordance with globally accepted standards.
- Provide support in implementation of various donor's project including ECHO, BPRM, AusAID, DANIDA, OCHA, etc. For EFSL, Health and DRR preparedness.
- Conducting Training Need Assessments (TNA) for staff including partners' organization.
- Monitoring of trainings and capacity development program activities internal and external.
- Ensure preparedness and take lead in designing, initiating and managing Humanitarian response for Conflict affected IDPs and other natural disasters.
- Managed partnership and build partner capacity in various aspects of emergency response, protection, Disaster Risk Reduction (DRR), resilience, preparedness and quality and accountability.
- Provided technical assistance in M&E and capacity development.
- Involved in advocacy on globally accepted humanitarian standards (SPHERE, HAP, INEE, LEGS, AAP, MCPS) for the improvement of humanitarian governance, protection and to improve access through UN clusters, PHF, NHN, Academia and other humanitarian networks and with Gov DM authorities.
- Worked as the Lead of the Emergency Response Team that coordinated with program development team at CO and with regional managers to establish immediate priorities and resources needed for organization and partners, Developed comprehensive understanding of organizational structure, monitoring mechanisms, humanitarian plan, Accountability Framework and roles of team members.
- Establish and monitor complaints & feedback handling mechanism for communities, staff and other specified stakeholders. Collaborated with HR to monitor and improve staff attitudes, behaviors and competencies to ensure adherence to organization standards and commitments.
- Review project log frame, M&E plan and monitoring mechanisms according to planning document (proposal), assist the compliance with formats and tools to project requirements, provide technical inputs for planning workshops,
- Provided support in baseline survey and midterm/annual/ internal reviews, organize lessons learned sessions
- Developed a comprehensive community participation strategy for the humanitarian response.

**Previous Senior Program officer MEAL
Disaster Management Program**

(jan-11 Dec 2013)

Primary Responsibilities:

- Implement standards related to quality & accountability management in humanitarian service.
- Implementing M & E mechanisms with integrated Q&A elements, (APP, HAP, Sphere, and CHS) Development of Program's Monitoring, Evaluation, Accountability & Learning system with line with quality and accountability initiatives
- Establish effective communication & coordination mechanism on Q & A between management & staff & other programs (central office – field office – other programs) and parterres
- Monitoring and evaluation of Quality and Accountability (Q&A) and Disaster Risk Reduction (DRR) capacity building projects. Ensure program operations are in compliance with applicable organization's policies and procedures
- Conducting trainings and workshops on Q&A in local languages
- Exploring funding opportunities and developing proposals to raise funds for the sustainability of Q&A related capacity building activities at sub-regional and regional level
- Establish effective communication & coordination between DMP & partners & beneficiaries at various levels.
- Establish and monitor Feedback/complaints handling mechanism for communities & other specified stakeholders including policy revision.
- Collaborate with HR to monitor and improve staff performance (focus on Q & A) to ensure CWS Asia commitments towards Q & A is adhered to (refer to institutionalization indicators).
- Orient DMP partners on Q & A expectations and Q & A components (with technical support from SHA).
- Provide technical guidance to ensure proper implementation of Q&A within the project.
- Assist Strengthening Humanitarian Accountability (SHA) in organizing Q & A workshops/trainings/briefings for DMP partners.
- Conduct followups of Q&A trainings conducted for DMP partners in close coordination with SHA.

(Aug 22- 09th jan-11)

Senior Program officer IDPS Response SWAT KPK

Primary Responsibilities:

- Worked with CRS and partner staff to implement high quality project activities for the emergency response phase, including cash grant, commodity voucher, and CFW activities.
- Provided support to program staff and implementing partners (IPs) in Monitoring and Evaluation (M&E) methods, data collection procedures to effectively monitor project performance and evaluate outcomes;
- Established data gathering mechanism, consolidating data against the program goals. Regular liaise with field staff, implementing partners, programme management unit to ensure timely and comprehensive flow of M&E information to relevant stakeholders.
- Assisted in the management and supervision of field data collection processes for monitoring and evaluation, backstopping the field office staff when necessary.
- Conducted periodic monitoring trips to the project sites, including random monitoring check on Implementing Partners (IPs) activities and progress using standard monitoring tools
- Guided field staff and implementing partners (IPs) on project related survey and project reporting as per contract arrangements in place.

- Organized and facilitate ad-hoc and regular training events on M&E for the field office and IPs to ensure that M&E methods are properly followed.
- Designed and facilitated lessons learned sessions as required. Recommend any possible changes based on the lessons learned and suggest measure to improve the monitoring system.

(May 09- 20 August) Senior Program Officer IDPS Response Sanitation (CRS) Mardan/Swabi

- Developed, updated and maintained the project M&E system.
- Conducted regular M&E visits to field to monitor the quality of data collection and verify activities conducted by partners.
- Collected data with the help of partners and assist in preparation of monthly/quarterly report for donor(s).
- Developed and ensured maintenance of information tracking systems for indicators and adherence to a detailed implementation plan for M&E activities.
- Conducted monitoring of the daily health and hygiene education work of partner organizations
- Provided inputs to the ongoing improvement of the hygiene promotion strategies
- Reviewed & revise dhygiene promotion strategies

(1st Oct-08 April 09) Project Officer Education

RESPONSIBILITIES:

- Activation of PTCs (Parent teacher council)
- Supervised the education program in district Kohistan and Shangla
- Mobilized community to ensure participation in education program at their village in consultation with education program management
- Sensitized communities on the importance of education for children
- Mobilized community for volunteer inputs to education programs wherever necessary
- Managed partner staff and PTAs for the better implementation of educational activities
- Reactivation/formation of School Management Committees (SMCs) and Parent Teacher Associations (PTAs) and strengthen them through community meetings and trainings
- Assist project coordinator in preparation of DIP, budget and M&E plan for proper monitoring of all the project activities and time frame
- Prepare weekly, monthly, quarterly activity and distribution plans according to DIP (Detailed Implementation Plan) and reporting of achievements on same frequency
- Conducted trainings on PTA for government primary school teachers , disaster mitigation, fire safety, road safety, first aid and health & hygiene for school children
- Maintained regular coordination with other NGOs, INGOs, PTAs and education department.

(1st Oct-06 to 30 Sep-08) **Assist: Project Officer M&E (CRS)** Integrated livelihood Project. Earthquake response

RESPONSIBILITIES:

- Involved in Monitoring & Evaluation, Project identification, project planning, partner staff capacity building of CRS-Pakistan Besham Base projects
- Involved in using SPSS for data analysis.
- Support CRS-Mansehra/AJK office in cash for work projects.
- Implementation of livelihood project in Dist: Shangla and Kohistan.

(Nov-25-05 to Sep-30-06) Field Officer **Catholic Relief Service (CRS)** Pakistan earthquake emergency response project for District Kohistan and Shangla.

RESPONSIBILITIES:

- Conducted assessment, registration, verification, distributions and monitoring of relief goods.
- Provided support in Implementation and monitoring of cash for work projects.
- Regularly maintained database and coordinated with stakeholders.
- Conducted market surveys for voucher system and involved in its implementation.
- Provided support in capacity building of partner staff on voucher program

(Oct-09- 05 to Nov 25-05) **Program Manager** Swat Youth Front (SYF), Dist Swat base National NGO

RESPONSIBILITIES:

Coordination with Ingo's, Army, and District Administration

Meeting with local representatives to determine selection criteria, for relief goods.

Complete narrative and financial weekly reports regarding relief program.

(Feb 05-Oct-09-05): Program Manager (Swat Youth Front) Kalam Snow fall Relief Project, of Oxfam-GB/CRS.

RESPONSIBILITIES:

Complete narrative and financial weekly reports regarding relief program.

Meeting with local representatives to determine selection criteria, for relief goods.

Facilitate supervisors, volunteers regarding program guidelines and procedures

Conduct random surveys of beneficiaries

Prepare project presentations for representation at different forum

Support partner organizations by providing technical assistance on issues relating to project implementation, reporting, and identify possible links with donors and other organizations to help them in sustainability of their programs

Jan 05 2002: Program Officer 63 Non-formal Schools and 3 PPC Girls Colleges, Swat Youth Front.

RESPONSIBILITIES:

Support the Project supervisor in project monitoring at on regular basis.

Ensure that Project supervisor submit the monitoring reports regularly with recommendations for follow-up action

Prepare project presentations for representation at different forum.

PROFESSIONAL TRAININGS

Workshop/training Title	During	Organized by	Location
Cash transforming Programing	2016	CaLP	Distance level-1
Public Health Principles in Disaster and Medical Humanitarian Response	2015	Collaborating Centre for Oxford University and CUHK for Disaster and Medical	World-Distance

		Humanitarian Response (CCOUC)	
Global Quality & Accountability Initiates (HAP, SPHERE, PIA, INEE, LEGS, CHS)	2015	Community world service Asia	Thailand Bangkok
Building a better response (BBR) from	2014	Humanitarian academy at Harvard	(distance learning)
Mainstreaming of Do No Harm	2014	LCP Secretariat /UMN	Nepal Katmandu
IHL- International humanitarian Law for Humanitarians	2013	Finish Red Cross	Malaysia
Mainstreaming of Do No Harm	2013	LCP Secretariat /CASA	India New Delhi
Accountability Framework, Quality and Accountability	2012	Church world service	Pakistan/Islamabad
Sphere Minimum Standard Tot-	2012	Church world service	Pakistan /Islamabad
Sphere standards in M&E	2012	Church world service	Pakistan/Besham
Community Based disaster risk management CBDRM Tot	2011	Church world service	Pakistan/Besham
Certification in Project management	2010	Catholic relief services	online
PRA-RRA	2007	Community uplift program	Pakistan/Mansehra
O&M (Operation & Maintenance) of drinking water supplies TOT	2007	Catholic Relief services	Pakistan /Masnehra
Monitoring & Evaluations, (LFA, IHD Framework)	2006	Catholic Relief services	Pakistan/ Islamabad
HIV and Gender	2006	Catholic Relief services	Pakistan/ Islamabad
Training on Hygiene (critical behavior) /	2005	Catholic Relief services	Pakistan/ Islamabad
Sphere Minimum Standard in humanitarian disaster	2004	Oxfam-GB	Pakistan/ Swat
Proposal writing	2004	European Union	Pakistan/Islamabad

LANGUAGES: Fluent in four languages: English, Urdu, Pashto, and Shena

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