PEOPLE
& CULTURE

Job Description

This form enables us to accurately post your position on external sites. The information provided here will be featured in the job post. Please do not use acronyms or industry jargon. Be clear and concise in your answers to the open-ended questions. Incomplete forms will delay posting. Once this form is complete, email it to the CARE Laos HR Unit.

Position Information

Position Title: Monitoring, Impact, Learning, Knowledge Management and Accountability (MILKA) Manager	Date requested: October 2026
Type of position: Full-time, fixed-term	Grade (for HR use only):
Department/Project Team: Program Development	
Line Manager: Senior Program Development and Technical Advisor	Dotted-line Manager (if applicable): N/A
WORK LOCATION: Vientiane Capital, with frequent travel to CARE program areas and field locations	Incumbent's name (if applicable):

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The MILKA Manager leads CARE Laos monitoring, impact, learning, knowledge management and accountability systems to strengthen program quality, evidence-based decisions and organisational learning. The Manager sets standards for project monitoring, data quality, evaluations, accountability and reporting; supports teams and local partners to use evidence to improve programs; and consolidates country-level results for donor and CARE reporting. Based in Vientiane with frequent field travel, the position supervises the MILKA Officer, reports to the Senior Program Development and Technical Advisor, and works closely with Program Delivery, technical advisors and project teams.

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY 1: MILKA Strategy, Systems and Program Quality, 40% of time

- Lead implementation and continuous improvement of CARE Laos MILKA strategy, standards, tools and annual workplans aligned with the Country Strategy and CARE program quality requirements.
- Develop and maintain harmonised monitoring frameworks, indicator reference sheets, data collection protocols and project-level monitoring plans.
- Provide technical leadership on program quality, theories and pathways of change, outcome measurement and evidence of systems-level impact.
- Coordinate project monitoring and performance reviews with Program Delivery and technical teams; identify quality gaps and agree practical improvement actions.
- Ensure consistent application of CARE global monitoring and reporting standards, including PIIRS and relevant country-level indicators.
- Lead data quality assurance, verification, responsible data management and appropriate use of digital monitoring tools, including Kobo.
- Support evidence-based program design, concept notes and proposals through baseline evidence, indicators, results frameworks and learning from existing projects.

JOB RESPONSIBILITY 2: Monitoring, Evaluation, Accountability and Evidence, 35% of time

- Oversee project monitoring systems, regular field monitoring, data collection, analysis and timely performance reporting across the portfolio.
- Coordinate baselines, mid-term reviews, evaluations, assessments and research with program teams and external consultants, ensuring methodological quality and ethical practice.
- Consolidate and validate results for country strategy performance, donor reporting and CARE global reporting, including PIIRS.
- Ensure that project data are accurate, disaggregated where appropriate and analysed to understand gender equality, inclusion and outcomes for communities.
- Strengthen community feedback and accountability mechanisms, including safe, accessible feedback channels and timely referral and follow-up in coordination with responsible teams.
- Conduct regular field visits to verify reported progress, engage communities and local partners, and provide hands-on technical support to project teams.
- Support teams to analyse monitoring findings, identify risks, document corrective actions and follow up agreed improvements.
- Maintain accessible, secure and well-organised MILKA records, datasets, evaluation reports and evidence products in line with CARE requirements.
- Work with Program Delivery and Finance as appropriate to ensure results reporting is aligned with implementation progress and donor commitments.

JOB RESPONSIBILITY 3: Learning, Capacity Strengthening and Team Management, 20% of time

- Lead country-level learning agendas, after-action reviews, reflection sessions and knowledge sharing to inform program adaptation and strategy.
- Translate monitoring and evaluation findings into practical lessons, case studies, evidence briefs and program improvement recommendations with Communications and technical teams.
- Directly supervise, coach, support and appraise the MILKA Officer, including clear workplans, priorities, performance reviews and professional development.

- Build MILKA capacity among project staff and local partners through mentoring, field accompaniment, practical training and quality checks.
- Collaborate with Program Development, Program Delivery, technical advisors, provincial teams and CARE regional/global colleagues; represent MILKA in relevant learning and technical forums.

JOB RESPONSIBILITY 4: Other Responsibilities, 5% of time

- Support emergency preparedness, rapid needs assessments and response monitoring when required.
- Promote a safe and secure work environment and comply with CARE safety and security policies during office and field work.
- Uphold gender equality, inclusion, safeguarding, protection from sexual harassment, exploitation and abuse, and child protection commitments.
- Comply with CARE financial, operational and data protection requirements and perform other duties reasonably assigned.

CARE Staff Commitment:

- Participate in the APPA process including the annual appraisal, midyear review and regular 1:1 meeting, ensuring that the APPA process (including the paperwork) is an integral component of Annual Work Plans and activities.
- Promote a safe and secure work environment; foster a culture of safety and security awareness and consistently follow all CARE safety and security policies, procedures and directives
- Demonstrate an understanding of gender equality and women's empowerment and a commitment to CARE's approach and values including ethnic diversity and cultural sensitivity.
- Uphold and promote CARE's commitment to Child Protection.
- Follow CARE staff code of conduct

Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- Bachelor's degree in monitoring and evaluation, social sciences, development studies, statistics or a related discipline, or an equivalent combination of education and work experience.
- At least seven years of relevant monitoring, evaluation, accountability and learning experience, including technical coordination or staff supervision.
- Demonstrated ability to design results frameworks, indicators, surveys, assessments and evaluations; analyse quantitative and qualitative data; and communicate findings.

- Experience in donor and organisational results reporting, data quality assurance, community accountability and responsible data management.
- Strong facilitation, coaching, planning, communication and problem-solving skills; proficiency in Excel and digital data collection systems.
- Good written and spoken Lao and English; willingness and ability to travel frequently to field locations.

DESIRED:
• Master's degree in a relevant field; experience with Kobo, gender-sensitive and inclusive monitoring, knowledge management, and locally led partner capacity strengthening.

Problem Solving
Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face.

Select Level:
☐ 1. What has to be done and how to do it are clearly defined, and the incumbent with face identical or similar problem on a regular basis

2. What has to be done is known, but how to do it is not defined. The incumbent must select suitable approaches and solve varied technical and operational problems.

☐ 3. Why things are done is known, but what has to be done and how to do it is not defined. Situation are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

Why does the position fall into this category?
The MILKA Manager applies professional judgement to diverse project monitoring, evaluation, data quality and accountability challenges, coordinating across teams and adapting technical approaches to field realities.

Competencies
CARE has 5 Core Competencies that all staff are expected to demonstrate, and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior.

The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point.

ລະດັບ Level	ຄຳອະທິບາຍຄວາມສາມາດດ້ານພຶດຕິກຳທົ່ວໄປ General competency behavior description	ການຈັດປະເພດວຽກ Job Classification	ຕຳແໜ່ງ/ເກຼດ Position/Grade
ລະດັບ 1	ພື້ນຖານ: ພຶດຕິກຳພື້ນຖານ. **Foundational:** Baseline behaviors.	ວຽກສະໜັບສະໜຸນ Support	ແມ່ບ້ານ/ພະນັກງານຍາມ- Junior Officer Cleaner/Guard – Junior Officer (Grade A-C)
ລະດັບ 2	ຄວາມສາມາດ: ພຶດຕິກຳທີ່ສາມາດປະຕິບັດຕົວຈິງ. **Capable:** Practical application of the behaviors.	ວິຊາການ Professional	ພະນັກງານໂຄງການ-ທີ່ປຶກສາຂັ້ນອາວຸໂສ Project Officer- Senior Advisor/Manager (Grade D-H)
ລະດັບ 3	ການສ້າງແຮງບັນດານໃຈ: ເປັນແບບຢ່າງ, ຝຶກສອນ ແລະ ສ້າງແຮງຈູງໃຈສາທິດໃຫ້ເຫັນພຶດຕິກຳ. **Inspirational:** Role models, coaches, and influences demonstration of the behaviors.	ຄຸ້ມຄອງ Managerial	ຜູ້ອຳນວຍການ - ຫົວໜ້າອົງການ Director- CD (I-CD)
ລະດັບ 4	ການຫັນປ່ຽນ: ຈິນຕະນາການ ແລະ ສ້າງສັນພຶດຕິກຳລຸ້ນຕໍ່ໄປ. **Transformational:** Envisions and innovates the next generation of the behaviors.	ບໍລິຫານງານ Executive	ຫົວໜ້າອົງການ CD

A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each Core Competency. This may be used in performance conversations and as a guide for staff development.

- *RELATIONSHIP BUILDING* : 3. Inspirational
  Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- *INCLUSION* 2. Capable
  Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- *DYNAMIC LEARNING MINDSET* 3. Inspirational
  Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- *DELIVERING RESULTS* 3. Inspirational
  Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- *COMMUNICATION* 3. Inspirational
  Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each Leadership Competency. This may be used in performance conversations and as a guide for staff development.

- *Strategic Leadership & Execution* 3. Inspirational
  Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- *PEOPLE LEADERSHIP* 2. Capable
  Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Competencies	Proficiency Level
1. Monitoring, evaluation, research and data quality	3. Inspirational3. Inspirational
2. Evidence-based learning, accountability and knowledge management	3. Inspirational3. Inspirational
3. Coaching, team leadership and cross-functional collaboration	3. Inspirational2. Capable

Organization Structure



Reporting line: Senior Program Development and Technical Advisor
Direct report: Sr. MILKA Officer
Technical collaboration: Program Delivery, Technical Advisors, provincial/project teams, Communications and CARE regional/global MILKA colleagues.