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: Senior Monitoring, Impact, Learning, Knowledge Management and Accountability (MILKA) Officer	Date requested: October 2026
Type of position: Full-time, fixed-term	Grade (for HR use only):
Department/Project Team: Program Development	
Line Manager: MILKA Manager	Dotted-line Manager (if applicable): N/A
WORK LOCATION: Vientiane Capital, with regular 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 Senior MILKA Officer supports implementation of CARE Laos monitoring, impact, learning, knowledge management and accountability systems across projects. Based in Vientiane with regular field travel, the position coordinates monitoring plans, data collection and quality checks, supports evaluations and community accountability, analyses and consolidates results, and prepares evidence and learning products for program improvement and reporting. The Officer provides practical coaching to project teams and local partners, maintains reliable digital records and supports CARE and donor reporting. The position reports to the MILKA Manager and works closely with Program Delivery and technical 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: Project Monitoring Systems and Data Quality, 40% of time

- Implement project monitoring plans, indicators, data collection schedules and tools in line with CARE Laos MILKA standards and approved results frameworks.
- Maintain indicator tracking tables, monitoring databases and field data collection protocols, ensuring accurate, timely and complete information.
- Support project teams to translate theories of change and logframes into practical monitoring and outcome-measurement activities.
- Coordinate routine monitoring with provincial and project teams, track implementation progress and follow up identified data gaps.
- Compile and verify project indicators for country-level dashboards, donor reports and CARE global reporting, including PIIRS as required.
- Conduct data cleaning, spot checks and quality assurance; support responsible use of Kobo and other approved digital tools.
- Provide practical technical inputs to project monitoring plans and proposal results frameworks under guidance from the MILKA Manager.

JOB RESPONSIBILITY 2: Evaluation, Accountability and Field Support, 35% of time

- Undertake regular field monitoring visits, verify project results, observe activities and document findings with project teams and local partners.
- Support baselines, assessments, reviews, evaluations and research, including tool preparation, field coordination, data collection and consultant logistics.
- Analyse quantitative and qualitative findings and prepare concise monitoring reports, data summaries and presentations for project and country-level use.
- Ensure data are appropriately disaggregated by sex, age and other relevant characteristics and used to assess inclusion and gender-related outcomes.
- Support accessible, confidential community feedback and accountability mechanisms, including recording, referral and follow-up in line with safeguarding protocols.
- Work with project teams to review monitoring findings, agree corrective actions and follow up on implementation during field visits.
- Help maintain evaluation schedules, data verification records and tracking of recommendations and agreed management actions.
- Maintain organised, secure project datasets, consent records, monitoring reports and evidence files in line with CARE requirements.
- Coordinate with Program Delivery and relevant technical staff to ensure results narratives reflect verified implementation progress.

JOB RESPONSIBILITY 3: Learning, Reporting and Capacity Support, 20% of time

- Support project reflection sessions, learning reviews and after-action reviews, documenting practical lessons and follow-up actions.

- Prepare case studies, evidence summaries, outcome stories and learning materials with Communications and project colleagues, using verified information and appropriate consent.
- Support the MILKA Manager in preparing annual workplans, consolidating performance updates and tracking agreed MILKA deliverables.
- Coach and accompany project staff and local partners in data collection, indicator interpretation, basic analysis, quality checks and feedback handling.
- Coordinate with Program Development, Program Delivery, provincial teams and technical advisers to share monitoring findings and strengthen consistent practice.

JOB RESPONSIBILITY 4: Other Responsibilities, 5% of time

- Support emergency assessments, response monitoring and rapid data consolidation when required.
- Follow CARE safety and security procedures during office work and frequent field travel.
- 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 undertake other duties assigned by the MILKA Manager.

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."

EXPERIENCE AND QUALIFICATIONS:

- Bachelor's degree in social sciences, statistics, development studies, monitoring and evaluation or a related field, or an equivalent combination of education and work experience.
- At least four years of relevant experience in monitoring, evaluation, accountability, learning or project data management, including field-based work.
- Practical experience with indicator tracking, surveys, quantitative and qualitative data collection, analysis and reporting.
- Experience with data quality assurance, community feedback systems and responsible management of sensitive project information.
- Strong Excel skills and familiarity with digital data collection tools; ability to coach colleagues and communicate findings clearly.
- Good spoken and written Lao and English; willingness and ability to travel regularly to remote field locations.

DESIRED:

- Experience with Kobo, participatory evaluation, gender-sensitive monitoring, data

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 selects appropriate monitoring, data quality and field-support approaches for varying project circumstances.

☐ 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 Senior MILKA Officer solves varied field monitoring, data verification, reporting and accountability issues using established CARE standards, technical judgement and consultation with the MILKA Manager.

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.	ວຽກສະໜັບສະໜູນ **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* : 2. Capable
  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* 2. Capable
  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

This position has no direct reports. Leadership competencies are demonstrated through technical coordination, mentoring and collaboration.

- *Strategic Leadership & Execution*2. Capable
  Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.

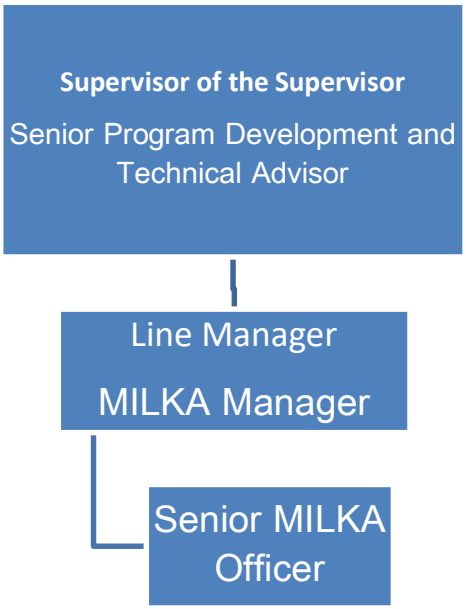
- *PEOPLE LEADERSHIP (through mentoring and peer support)*2. Capable
  Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Choose the top 3 Functional Competencies that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this position to succeed in their role. This may be used in performance conversations and as a guide for staff development.

Competencies	Proficiency Level
1. Monitoring systems, data collection and quality assurance	3. Inspirational
2. Evaluation, accountability and evidence-based reporting	3. Inspirational
3. Field coaching, collaboration and learning	2. Capable

Organization Structure



Reporting line: MILKA Manager
Direct reports: None
Technical collaboration: Program Delivery, Program Development, technical advisers, provincial teams and local partners.