



Manager, Case Intake & Management

Ethics & Compliance Portland, Oregon

[Link to Full Job Announcement/Application](#)

Description

Location: United States

Position Status: Full-time, Exempt, Regular

Salary: US: Starting salary for this role will be \$76,000 commensurate on experience, based on local benchmark for candidates outside the United States.

About Mercy Corps

Mercy Corps is powered by the belief that a better world is possible. To do this, we know our teams do their best work when they are diverse and every team member feels that they belong. We welcome diverse backgrounds, perspectives, and skills so that we can be stronger and have long term impact.

Ethics and Compliance Department

The Ethics and Compliance team supports and monitors ethical, contractual and legal compliance across Mercy Corps' various affiliates and global operations. This team interacts with and supports all functional areas of Mercy Corps, including executive and senior management, programs, social ventures, policy & advocacy, resource development, finance, and the people team, as well as the various functional areas that report into these departments. Within the Ethics and Compliance Department, the Intake and Investigations team is responsible for the intake and investigation of all reports of ethics violations including fraud, corruption, Global Human Resources complaints, and safeguarding reports.

Position Overview

Under the direction of the CECO, the Manager of Case Intake & Management will provide a vital role in the organizational response to allegations of misconduct, including documentation, complaint intake and analysis, and coordinating communication between field offices, HQ departments, and external partners during and after the conclusion of the investigation. The Manager of Case Intake & Management will also administer the effective and efficient operation of analyzing case statistics and trends, create metrics, and provide investigation technical support at the



case intake stage to headquarters and field teams. The Manager will also serve as the system administrator for the Mercy Corps' case management database (currently i-Sight) ensuring that users are trained and all investigation data is appropriately maintained. The Manager will liaise with an external vendor (currently Convercent) to ensure the effective operation of Mercy Corps' reporting phone lines.

Essential Responsibilities

Case Intake

- Manage Mercy Corps complaint reporting mechanisms to ensure timely and accurate responses to a high volume of allegations and inquiries;
- Conduct preliminary review of reports and verifications, including compilation and analysis of any documentary evidence submitted;
- Undertake follow up with reporters and other stakeholders as part of case intake and analysis function;
- Provide staff advice and guidance on policy and complaint reporting mechanisms;
- Ensure coverage of intake during weekends and holidays.

Case Management

- Work with the CECO and the investigation team to coordinate case management activities, including case review meetings, referrals between internal stakeholders, and coordinating joint or shared investigative responsibility;
- Liaise closely with internal counterparts in headquarters, regional, and country levels to provide assistance throughout the donor disclosure and investigation process;
- Coordinate a quarterly audit of case files to ensure compliance with internal SOPs and provide reporting on the audit to the CECO;
- Work with the investigation team to provide technical support to country teams as needed.

Reporting and Metrics

- Oversee the production, analysis, and presentation of intradepartmental weekly, monthly, quarterly, and related ad-hoc metrics, as requested by CECO;
- Develop reporting dashboards in the case management system to provide accurate overviews of key data points;
- Develop quarterly and annual metrics to inform key stakeholders on compliance and misconduct concerns for regional and country teams, Board Committee meetings, risk management, and strategic planning.

Data Analysis



- Identify and track trends;
- Measure operational efficiencies;
- Produce related reports and metrics using business intelligence tools and spreadsheets.

Database and Phone Line Management

- Serve as primary administrator for the Mercy Corps' case management database;
- Manage access to the system, assessing access levels and resolving issues as needed, including user support;
- Audit system usage to ensure adherence to SOPs;
- Identifying system issues, making and facilitating changes to improve system functionality;
- Stay abreast of related best practices and work with the host to resolve issues;
- Work with the host and field staff, to conduct regular audits of the hotline phone numbers in each country where Mercy Corps is located.

Other

- Create and update existing SOPs for the case management process, as needed;
- Coordinate the annual review of the Investigations Manual;
- Participate in and lead when required, in special projects and working groups;
- Act as the focal point for specific areas of expertise as may be required and/or delegated by the CECO;

Accountability:

Reports Directly To: Chief Ethics and Compliance Officer

Works Directly With:

Internal: Director of Safeguarding Investigations; Director of Fraud and Corruption Investigations; Director of Global Human Resources Investigations; Senior Ethics Specialists; Ethics and Assurance Managers; Investigator-Safeguarding; Investigator- Fraud and Corruption; Investigator- Global Human Resources; People Team stakeholders; other HQ units and Safeguarding field partners, such as Safeguarding Managers and Focal Points.

External: International representatives, partners, service providers, vendors as needed.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Minimum Qualification & Transferable Skills

- BA/S in social sciences, accounting, public administration, or other related field,
- Certificates or licenses: CFE/CFF/CPA/CA/CCEP a plus
- Minimum 5 years professional experience in ethics and compliance, internal investigations, internal audit or related areas
- Experience working in the non-profit, INGO sectors or the inspector general function within a large government organization.
- Demonstrate ability to maintain confidentiality;
- Demonstrated understanding of fraud investigation principles preferred;
- Demonstrated understanding of a survivor-focused ethics and safeguarding approach;
- Ability to work on own initiative both independently and in a dynamic, cross-functional global team structure;
- Ability to exercise good judgment and proactively anticipate and flag issues;
- Ability to proactively identify and create processes necessary to support effective management in areas of responsibility;
- Demonstrated ability to improve and maintain excellent data integrity and standardization and ability to execute quantitative analysis and summarize data in informative metrics
- Excellent computer skills, including advanced Microsoft 365, Excel (VBA), database management skills, familiarity with Power BI or business intelligence analysis tools, with an affinity of mastering new systems;
- Excellent communication skills, including interviewing, training and presentation skills;
- Extensive project management experience and proven ability to effectively manage relationships (e.g. with internal stakeholders, peers, donors).

Success Factors

The successful candidate is a well-organized collaborator. They have high cultural competencies, able to work with diverse team members and make evaluations with cultural sensitivity. They are able to manage a significant amount of information and navigate and track multiple work streams for the timely completion of work plan deliverables. Flexibility and willingness to engage in a wide range of support activities, including repetitive and detail-oriented tasks. The successful candidate brings a strong balance of logic and analytics and emotional reasoning, using their best judgment to assess difficult situations and be highly responsive.



Living Conditions / Environmental Conditions

With the ongoing pandemic, the position is remotely based, necessitating secure access to the internet at the candidate's home. The candidate must be flexible to meet the international meeting times of the team, with early mornings and late evenings possible. Upon office reopening, the ideal candidate will be able to travel to either U.S. HQ in Portland or Washington, D.C., as necessary. Mercy Corps does not procure housing for the candidate and will be the responsibility of the candidate.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles



regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to **Mercy Corps Code of Conduct Policies** and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

Covid-19 Vaccine Policy for US-Based Employees

Mercy Corps has determined that, in an effort to protect the health, safety, and well-being of all Mercy Corps employees working in the United States, all U.S.-based employees must be fully vaccinated for COVID-19, regardless of prior COVID-19 infection status. This policy is necessary to ensure not only the safety of our workforce, but the ongoing functionality of the organization.

This policy will be revised as needed to comply with federal, state, and local requirements, and to respond to changing guidance from public health authorities.

For new employees this requirement goes into effect **within 10 business days of employment**. Team members that travel are expected to comply with host-country requirements, including vaccinations. Failure to comply may impact your employment. Proof of vaccination or exemption must be provided.