SEEFAR

Monitoring Officer Roster

Summary

Languages: One of 12 roster languages (Pashto, Dari, Levantine Arabic, Sudanese Arabic, Bengali, Egyptian Arabic, Urdu, Moroccan Darija, Iraqi Arabic, Kurdish Sorani, Kurdish Badini and Somali), plus English and/or Arabic and/or French.

Role: Structured monitoring phone calls with a sample of people who received support from our counsellors.

Based: Remote, from anywhere.

Roster: Unpaid standby pool from January 2027 to May 2029. Joining is not a job offer.

Reports to: M&E Lead.

Contract: Consultancy contract per campaign.

Why this roster

New Pathways to Resilience (NPR) is a three-year project funded by the EU's Asylum, Migration and Integration Fund (AMIF). It is built around Seefar's Crisis Adaptation Mechanism (CAM), which lets the project respond when migration patterns shift. When a monitored indicator crosses its threshold, a campaign may be activated for a new audience or language, and Seefar then has two weeks to launch it. That is too short to recruit from scratch, so we keep an unpaid standby pool of vetted Counsellors, Social Media Officers and Monitoring Officers for 12 languages, ready to be contracted the moment a campaign is approved.

Who we are

Seefar Foundation is a social enterprise with a simple mission: to transform the lives of vulnerable people. Through programmes rooted in technology, psychology and behaviour change, we help people build the skills and confidence they need to make a positive contribution to their communities. It's how we support governments in finding solutions to challenges around irregular migration, poverty, human trafficking, violent extremism, access to justice, and more.

Our exceptional team of over 100 consultants are problem solvers and innovators, delivering programmes and high impact research. Together, we solve difficult, high impact problems for governments and NGOs across communications, digital, and research, monitoring and evaluation in Africa, Asia, and Europe.

Your Responsibilities

1. **Checkback calls (80%).** Take part in a paid introductory training session and get to know the campaign, the checkback tools and the ethical guidelines for engaging with vulnerable people. Then conduct structured checkback calls by phone with a sample of people who received support from our counsellors at 3 weeks, 3 months or 12 months after their one-to-one support session with a Seefar counsellor. Administer the standardised checkback tools (Kobo forms) consistently on every call, capturing quantitative and qualitative data on wellbeing, migration decisions, referrals and satisfaction with the support received. Submit completed records within 24 hours of each call.

2. **Data quality and learning (15%).** Share observations on patterns in responses, data quality issues and anything that may affect the reliability of findings. Support translation or back-translation of M&E tools and templates between your language and English when needed. Manage your own call schedule and flag promptly when participants cannot be reached.

3. **Independence and safeguarding (5%).** Because checkbacks are a quality control process, stay independent of the counsellors and Social Media Officers delivering the campaign, so that outcome data remains neutral and credible. Treat all participant data with strict confidentiality in line with Seefar's data protection standards, and escalate safeguarding concerns immediately.

Who you are

To succeed, you'll need:

- At least 3 years' experience in monitoring and evaluation, data collection or a related field.
- Experience conducting structured telephone or remote surveys or interviews.
- Fluency in at least one roster language, and working proficiency in written and spoken English and/or Arabic and/or French.
- Computer literacy and a reliable internet connection.
- Strong interpersonal and communication skills, and the ability to engage sensitively with vulnerable people.
- The ability to work independently and remotely, and manage your own workload against deadlines.
- Strong attention to detail and organisational skills.
- A private, quiet space for confidential calls.
- The ability to work as an independent consultant and receive payments in EUR by international bank transfer.

You should meet all of the above. It's a bonus if you have experience on humanitarian, development or migration-related programmes, familiarity with psychosocial support or returnee contexts, or experience using Kobo Toolbox or similar platforms.

How you work

Spoken/Written English and/or French and/or Arabic	You write clear notes and observations in English and/or French and/or Arabic that others can act on.
Roster language	You interview fluently in one of these 12 languages: Pashto, Dari, Levantine Arabic, Sudanese Arabic, Bengali, Egyptian Arabic, Urdu, Moroccan Darija, Iraqi Arabic, Kurdish Sorani, Kurdish Badini, Somali.
Structured interviewing	You follow a questionnaire consistently, without sounding scripted.
Sensitivity	You put people at ease, recognise distress and respond with care.
Data accuracy	The data you collect is complete, consistent and entered within 24 hours.
Independence	You keep a clear boundary from the delivery team so data stays credible.
Translation	You translate and back-translate M&E tools accurately.
Digital skills	You are comfortable with Kobo or similar tools and Google Suite.
Self regulation	You respond constructively to professional and emotional challenges.

How the roster works

- **It is not a job offer.** Joining the roster does not guarantee work, and you can work elsewhere in the meantime.
- **Everyone in the pool counts as equally qualified.** When a campaign is activated, we pick the best match on language, gender, location and availability. The reason for every choice is recorded.
- **When a campaign is approved,** we contact Monitoring Officers about six weeks before starting.
- **Quarterly check-ins.** Every three months we ask whether you want to stay, pause or leave, and whether you could start within your notice period. Missing one check-in makes your place dormant; missing two in a row means it expires and your data is deleted.
- **You remain on the roster** until you choose to leave, miss two check-ins in a row, or NPR ends in May 2029.

What we offer

- Paid training once you are hired.
- Freedom to work elsewhere while on the roster, and to decline an offer without penalty.
- Work from anywhere, and return to the pool or apply for other Seefar roles after a campaign.
- Only months worked on an activated campaign are paid.

Who you'll work with

You will report to NPR's M&E Lead. To keep outcome data neutral, you will work independently of the counsellors and Social Media Officers delivering the campaign, while sharing what you learn with the M&E team. You will join a team with a mix of perspectives, backgrounds, technical expertise and lived experience, working across Europe, the Middle East, Africa and Asia.

Apply

On or before **20 November 2026**, complete our **online application form**. You will need to upload your CV. Our process: application form and screening, a short recorded interview through MyInterview, an interview on Google Meet, then a reference check with one recent employer and due diligence before you join the roster. The roster is unpaid and does not guarantee work.

Timeline (indicative)

- **By 20 November 2026:** Apply. We review applications as they arrive, so we encourage you to apply early.
- **20–27 November:** Shortlisted candidates are invited to a short recorded interview on MyInterview, to complete within 5 days.
- **Mid-December:** Candidates for the first campaigns may receive a contract offer.
- **December 2026 – January 2027:** Selected candidates have a 20-minute interview on Google Meet, followed by a written reference check and due diligence. Those who pass join the roster. Former Seefar consultants with a strong record skip the interviews.
- **January 2027:** First campaigns start. Everyone else stays on the roster until a campaign in their language is activated.

Dates may shift. We will email you at each stage, including if your application does not go forward.

We are also recruiting Counsellors and Social Media Officers for the NPR roster. See their terms of reference on our website.