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<b>Job Title</b>	<b>Feedback &amp; Admin Intern</b>
<b>Department</b>	<b>Global Fund-Malaria</b>
<b>Location:</b>	<b>Abuja</b>
<b>Position Band:</b>	<b>Internship</b>
<b>Reports To:</b>	<b>Senior Manager, Vector Control</b>

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**About CRS:**

Catholic Relief Services (CRS) is an International non-governmental organization supporting relief and development work in over 100 countries around the world. CRS programs assist persons based on need, regardless of creed, ethnicity or nationality. CRS works through local church and non-church partners to implement its programs, therefore, strengthening and building the capacity of these partner organizations is fundamental to programs in every country in which CRS operates. CRS re-established presence in Nigeria in 2000 and currently focuses on vulnerable children, agriculture, health and HIV, extractives and governance, and peace building programming.

**Background:**

CRS implements the Global Fund Malaria project which focuses on malaria prevention, testing, diagnosis, and treatment, and provides services in 13 states. CRS works in collaboration with the National Malaria Elimination Program (NMEP) and state ministries of health to implement mass distribution campaigns for long-lasting insecticidal nets (LLINs) and malaria diagnosis and case management services. Among other achievements in 2017, the project distributed over 16 million long-lasting insecticidal nets through mass campaigns and routine distribution channels.

During the three-year period from 2018 to 2020, the project will implement the grant with three sub-recipients (SRs); Malaria Consortium (MC), Society for Family Health (SFH), and Management Sciences for Health (MSH) to distribute over 29 million LLINs through mass campaigns in seven states and 15 million additional nets via routine distribution through antenatal care (ANC) and the Expanded Programme on Immunization (EPI). In addition, the project will provide quality testing and treatment for an estimated 42 million malaria cases in the 13 target states, and integrated community case management of childhood illnesses (malaria, diarrhea, respiratory illnesses) in two states. The grant also provides technical assistance to strengthen health management information systems and supply chain management.

CRS will work with tens of thousands of ad hoc staff in state locations to implement LLIN campaigns. To facilitate communications during and after the campaign, we are engaging a feedback and administrative intern to manage information to ad hoc and short-term staff for the LLIN campaign.

**Reporting and working Relationships:**

The intern will report to the Senior Manager, Vector Control Global Fund Malaria project for this consultancy.

The intern will work in collaboration with the following CRS Nigeria staff:

- Chief of Party – Global Fund Malaria project

- Deputy Chief of Party – Global Fund Malaria project
- Head of Operations – Finance
- Grants Manager – Global Fund Malaria project
- Finance specialist - Global Fund Malaria project
- Senior Manager Vector Control – Global Fund Malaria project
- Program Support Officer – Global Fund Malaria project
- Marketing and Communications Manager
- Other staff as may be required.

Deliverables:

- Communicate proactively with LLIN Campaign personnel, providing them with payment updates
  - Communicate with callers about the LLIN campaign payment process.
  - Determine caller issues.
  - Answer inquiries by clarifying desired information; researching, locating, and providing information to callers.
  - Resolve caller issues; follow up with relevant department, explore answers and alternate solutions, implement solutions, and escalate unsolved problems.
  - Keep phone operational by following established procedures, reporting malfunctions and maintaining phone call credit.
  - Enhance organization’s reputation by maintaining a courteous and friendly demeanor towards even the most difficult callers.
- Support administrative functions as requested.

**Eligibility:** The CRS Internship Program shall only consider final year or recent graduates (preferable range is 0 to 3 years from graduation) from local universities, polytechnics and reputable tertiary institutions.

**How to apply:**

Interested candidates should send their expression of interest (EOI) along with a detailed resume as attached MS word documents indicating your state of interest to [ng.recruitment\\_health@crs.org](mailto:ng.recruitment_health@crs.org) Quoting **FBAINTERN270618** as the subject of the mail.

Applicants would be requested to complete the CRS Internship Application Form and submit to the HR department together with a comprehensive resume and diocesan endorsement from the Chancery.

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**Equal Opportunity:**

“CRS is an equal –opportunity employer and does not discriminate based on race, color, religion, etc. Qualified women are strongly encouraged to apply”.

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**Statement of Commitment to Protection:**

“CRS’ recruitment and selection procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation”

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