

EMERGENCY PROGRAM MANAGER

Position Description

Location Port au Prince, Haiti

Position Status Full time

Salary Level 7

Date of Publication: September 21, 2023

Submission deadline: October 1st, 2023

Current Team Member

About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within.

Program Summary

Mercy Corps has mobilized an assessment and response team to the Haiti following multiple natural disaster. Mercy Corps' team is on the ground and rapidly determining the most pressing needs. They are assessing the affected the country, meeting with emergency management officials and other responding organizations, and determining where Mercy Corps is best positioned to support relief efforts. We plan to develop partnerships with local organizations to conduct distributions to reach underserved or vulnerable people. In the medium-long term, we will consider cash distributions as well.

General Position Summary

The Emergency Program Manager is responsible for coordinating and implementing the delivery of all activities relating to emergency in Haiti, particularly cash transfers. The post holder will initially be responsible for designing and starting up cash-based programming, including the initial assessments, response analysis and setting up agreements to facilitate transfers. The position includes overall management of daily program activities and relationships with partners, coordination with authorities, and management of program staff. The Emergency Program Manager will also ensure appropriate systems and support mechanisms are in place to track, analyze and report on results as well as engagement with response team and senior management on the strategic direction of the overall humanitarian response. The EPM will provide technical mentoring and supervision of in-country programs, development and support set-up of CTP programs, and support to CTP coordination mechanisms. The EPM will monitor the context and implementation environment to ensure it remains conducive for CTP expansion. The EPM will maintain perspective on the environment to monitor whether CTP remains appropriate and whether there are opportunities for expansion.

Essential Job Responsibilities

STRATEGY & VISION

- Help articulate the vision for Cash Transfer Programming and quality as an integral component. Including analyzing feasibility and appropriateness of using cash and vouchers as a response option
- Contribute to country-wide strategy development, promoting the centrality of CTP.
- Work with relevant sector leads and field management to optimize use of cash transfer programming to meet basic needs and promote early economic recovery

- Develop strategies to integrate and address the harmonization of cash transfer programming across Mercy Corps implementation areas.
- Set direction by prioritizing and organizing actions & resources to achieve objectives and contribute to countrywide strategy development.
- Develop and organize activities to secure resources for programs and convince stakeholders to provide support.
- Assist in the development of program concept notes, proposals, and reports.

PROGRAM MANAGEMENT

- Oversee program startup, design of cash and input distribution modalities, and ongoing program management and administration of teams across various field locations.
- Ensure all interventions adhere to Mercy Corps' Gender Policy, Do No Harm principles, and beneficiary accountability standards and Cash Minimum Standards.
- Ensure that beneficiaries are effectively targeted according to established vulnerability criteria.
- Ensure coordination with Government, partners, and UN agencies and other relevant coordination bodies, including the development of partners' MoUs and contracts.
- Identify various partners necessary for successful CTP implementation.
- Ensure program implementation is on time, target and budget, using effective M&E systems and indicator tracking and transparency tools (i.e. TOLA) to reach desired impacts.
- Fulfill Mercy Corps Program Management Minimum Standards based on the organization-wide guide.

TECHNICAL SUPPORT AND PROGRAM QUALITY

- Develop the capacity of in-country staff working on CTP interventions.
- Support start up or adaptation of CTP programs as the context and response opportunities evolve
- Where appropriate coordinate the harmonization of tools and approaches within the humanitarian community
- Lead on determining the most appropriate cash delivery modality/modalities for the context.
- Collaborate with the program teams and the Monitoring and Evaluation function to conduct relevant assessments, present evidence on effectiveness of CTP, and advise on practices around programming for further expansion.
- Identify various partners (local NGOs, financial institutions, private companies and government) necessary for successful CTP implementation.
- Infuse market interventions into existing programs to ensure emergency response programs are responsive to local markets and enhance beneficiaries' coping capacities.

TEAM MANAGEMENT

- Supervise the work of the program team in implementation of the CTP intervention
- Help create and sustain a work environment of mutual respect where team members strive to achieve excellence.
- Promote accountability, communicate expectations and provide constructive feedback via regular performance reviews.
- Hire, orient and supervise new team members and implementing partners as necessary.
- Provide team members with information, tools and other resources to improve performance and reach objectives.

- Contribute to country team-building efforts, help team members identify problem solving options and ensure the integration of all team members into relevant decision-making processes.

FINANCE & COMPLIANCE MANAGEMENT

- Ensure compliance with donor and Mercy Corps regulations related to emergency programming.
- Build and/or maintain operational systems that ensure proper administrative support for programs.
- Draft and/or review scope of work to hire and manage any technical consultants, including review for technical efficacy and contract budget.

INFLUENCE AND COORDINATION

- Build and manage collaborative partnerships with local government, INGOs and others.
- Identify, build and manage collaborative partnerships with partners, sub-grantees, donors, local governments and other stakeholders.
- Maintain regular communication with other INGOs, local NGOs, donors and government working on CTP interventions.
- Communicate effectively to ensure overall project targets and donor obligations are met.
- Represent the agency at relevant coordination mechanisms, and actively engage with informal coordination.

SECURITY

- Ensure compliance with security procedures and policies as determined by team leader.
- Proactively ensure that team members operate in a secure environment and are aware of policies.

ORGANIZATIONAL LEARNING

- As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

ACCOUNTABILITY TO BENEFICIARIES

- Ensure a functioning community accountability and reporting mechanism (CARM) in all cash programming, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.
- Ensure mechanisms are in place for data protection for program participants.

Supervisory Responsibility: Emergency team

Accountability

Reports Directly To: Director of Program

Works Directly With: Finance, PaQ team, MEL team, Emergency program team

Knowledge and Experience

- Bachelor's degree required. M.A, M.S., M.Sc., or equivalent in international development, economic development, international relations or other relevant degree;

- 3-5 years of international relief and development program management experience, preferably in emergency program management, including cash transfer and in kind distribution.
- Internationally recognized qualification in project or program management or a commitment to obtain the qualification in the early months of work.
- Experience in emergency market assessments and analysis
- Experience in infusing market-driven approaches into emergency programming;
- Demonstrated ability to manage and communicate effectively with team members of varied work styles;
- Proven ability to learn quickly, lead a program to achieve stated results and objectives;
- Demonstrated success working effectively and respectfully with host country government, private sector, INGO, NGO partners and other stakeholders in complex environments.
- Great verbal and written English skills *required*, along with multi-tasking, organizational and prioritization skills. Fluency English spoken.
- Previous experience in operating and managing teams
- Knowledge of SPHERE and other humanitarian programming standards.

Success Factors

The successful EPM will skillfully represent programmatic priorities of the agency to donors and regional partners while providing effective leadership to the Mercy Corps program team in the transitional response environment. The EPM will demonstrate commitment to support natural disaster victims. The EPM will be capable of multitasking, rapid decision-making, have initiative, drive and a lot of energy, as well as high emotional intelligence, constructive mentoring skills and proven experience with capacity building. The successful candidate will combine great management skills, data analysis skills and experience in maintaining donor and partner relationships. The EPM will also have proven experience with cross-cultural team and capacity building, individual staff development and strong mentoring skills. Prioritizing, problem solving, ability to seize opportunities, attention to detail and strategic vision are essential.

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 **and have signed on to the Interagency Misconduct Disclosure Scheme**. 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.

Dossier de candidature doit avoir :

Lettre de motivation, CV, copies des diplômes et attestations de travail.

Envoyer le dossier à

<https://www.jobpaw.com/pont/professionnels.php?idj=15497#:~:text=Envoyer%20le%20dossier,4281%2Db8e6%2Db2b5e58e64b7>

Ou : ht-hradmin@mercycorps.org

Seuls les candidats (es) dont les dossiers auront été présélectionnés seront contactés par téléphone.