Job Description | Director of Programs

**Job Title:** Director of Programs

**Work Location:** Port au Prince (West), South and South East departments

**Reports to: WR** Haiti Country Director

**Date Developed:** September 2022

**Department/Unit:** Programs

**JOB SUMMARY**

World Relief Haiti has been working in Haiti since 1993, and current programs include a multi-sector and multi-funded grants-based projects in several departments focusing on Health, Family Education or family for life, Emergencies Response such as Earthquake and Hurricane response, Food Security and Livelihoods, Youth development and Savings for Life, WASH and all other project grants most of which aim to provide relief and recovery to conflict-affected populations.

The purpose of the Director of Program (DP) position it to fulfill the Mission Statement of World Relief in Haiti, empowering the local Church to serve the most vulnerable, to oversee, manage, coordinate Programs Department and field-based operations, with frequent travel to the field locations where WR operates, monitor, evaluate and support all World Relief Haiti (WRH) programs, and to ensure appropriate program communication all within the context of a complex humanitarian emergency.

The DP will oversee all programmatic, operational, and donor compliance aspects of the multi-sector programs at the field level, ensuring effective and efficient operations for multi-donor funded grants.

**SPECIFIC JOB DUTIES:**

Program implementation and monitoring

* Identify and work with Program Managers to seek resolution of issues affecting the achievement of results.
* Coordinate and collaborate with MEAL Manager and assist Program Managers to develop data collection tools for ongoing and new activities.
* Supervise the work of Program Managers implementing program goals.
* Mentor and encourage Program Managers in their leadership and management of program staff directly under them.
* In collaboration with Finance, MEAL and Resource Acquisition or Grants Manager, assist Program Managers in their management of budgets.
* Assist Program Managers in monitoring program finances against program budgets, and act as a liaison between Program Managers and the other Departments.
* Manage program development and operations for World Relief Haiti’s work across multiple departments, as well as grant development and implementation at the field office sites
* Monitor and analyze the potential impact or opportunities of humanitarian need and develop a strategy for the transition to recovery and early stage development for locations where WR is working
* Advise the Country Director on the evolution of local security, political, legal, and economic situations and how to adapt the program accordingly
* Oversee identification of local partners, community leaders, and other local stakeholders and develop collaborative and working relationships and partnerships
* Develop a capacity-building strategy for and with the local government line ministries and other INGOs in Haiti for localization and sustainable local entities
* Supervise enforcement of the Program Department’s accurate financial, procurement, and general operational protocols and reporting
* Ensure the Program Department maintains compliance with donor rules, regulations, and reporting guidelines and deadlines
* Maintain open channels of communication between Program staff and other WR Haiti departments and staff to ensure program harmony and cohesion
* Develop program strategy and grant proposals, including financial due diligence, and submit the completed field draft to the Country Director and HQ; ensure that any HQ or donor revisions are integrated into any newly revised proposal
* Develop programmatic content, provides due diligence, and finalizes the program budget for proposed activities in order to improve the objectives, focus, efficiency, and feasibility of grants to be approved
* Ensure that written program personnel evaluations are completed and returned to the HR Department;
* In close conjunction with the security management of World Relief, be responsible for the safety and security of field teams, including ensuring that appropriate security information is regularly and appropriately disseminated to field staff and that staff safety and security guidelines are followed
* Provide input on behalf of the Programs Department to quarterly, annual, and any other periodic or special reports as needed by the HQ, donor or Government.
* Travel extensively to field sites (30% time), with occasional travel to other regions at the direction of the Country Director
* Perform other duties and tasks as assigned by the Haiti Country Director

Communication

* Liaise with international donors as it relates to current programmatic activities.
* Coordinate and assist in preparing and distributing all requisite reports for all programs.
* Edit, as needed, written materials originating from WRH to ensure quality of outgoing documents.
* Develop high-quality materials for the WRH office that can be shared as informative resources with donors, visitors, churches, and other interested partners.
* Develop and implement an information management system to include the dissemination of information from WR Home Office and affiliates, donors, Government of Haiti offices, etc. to all the appropriate individuals.
* Ensure timely reporting of program activities to donors and Home Office Strategic Engagement staff.
* Provide field stories and photos for WR marketing and donors.

External Program Support

* Work with Home Office and/or regional technical support to ensure that planned programs are implemented in an efficient and timely manner according to the project/program proposal and the donors’ policies/agreements.
* Network with other local NGOs and government agencies in support of project/program development and opportunities and to gain knowledge about current events.

Program Development

* Design of new programs activities in consultation with the Country Director, the relevant Program Manager, and Home Office technical teams in a manner that is consistent with WRH’s strategic directions.
* Research and write project proposals in coordination with the Grant Manager, the Country Director, Program Manager, and Home Office technical teams and Program Officer.

Other

* Work to strengthen the local church’s capacity for supporting programmatic initiatives.
* Any other duties assigned by the Haiti Country Director.

**Other Conditions:**

**Exclusivity Clause:** Before signing the contract the candidate will disclose all professional and personal affiliations that may affect the name & reputation of the organization (such as military, political, legal, employment or entrepreneurial activities.) Furthermore he/she will declare that he/she is not currently engaged in any activities that would reduce his/her capacity to fulfil the requirement of the position and will seek the explicit (written) approval from the country director before entering or committing himself/herself to such an engagement.

**Confidentiality Clause:** The employee will be bound by a confidentiality agreement, in which he/she agrees not to divulge or disclose any internal information about the organisation that may affect the work, name & reputation of the organization.

**Code of Conduct:** As an incremental condition of the contract the employee will sign and abide by the World Relief Code of Conduct. This includes Child protection and non-exploitation of beneficiaries and vulnerable groups.

**KNOWLEDGE, SKILLS & ABILITIES:**

* Strong knowledge of program areas and ability to communicate practices to various constituencies in the U.S. and Haiti
* At ease with Microsoft Office programs (in particular with Word & Excel), Internet, and e-mail writing
* Excellent verbal and written English communication required
* Ability to understand and/or communicate in Creole a plus
* Ability to work independently and to deal with problems and issues both promptly and efficiently
* Experience in training and mentoring staff

## Capacity to work under pressure and to tight deadlines

* Good negotiation skills, especially in the context of another culture
* Ability to manage budgets, understand financial accountability procedures, logistics, and commodity tracking
* Strong time management, prioritization, and multi-tasking skills
* Familiarity and experience working with USAID, EU, FCDO, WFP, UNHCR, UNICEF, ECHO and other donor programs
* Previous experience working in conflict/transition and/or humanitarian crisis environments, preferably in Haiti, and proven experience in supervising complex, high-speed, and challenging field operations in developing countries
* Demonstrated experience and knowledge in establishing systems and overseeing project start-up and expansions, manages growth under limited time constraints, and has been involved in program close-out
* Strong skills managing a diverse team, including hiring, supervising, and training expatriates, third-country nationals, and host-country local personnel
* Experience with program development, implementation, and comprehensive monitoring and evaluation;
* Financial management experience, including budgeting, financial management (tracking, reporting and accounting), and procurement
* Strong analytical capacity

**REQUIREMENTS:**

* Desired Qualification: Master’s Degree and at least 4-years’ experience at the level of a Program Director responsible for multi-sector integrated relief and development programs;
* Minimum Qualification: Bachelor’s Degree in development or related field from an accredited university with six years’ Program Director or related senior level field management experience in a multi- sector, multi-funded, relief and development program; including experience with a contractor or international NGO in a leadership post;
* Fluency in written and verbal English and French is mandatory; knowledge of Creole is required;
* Excellent organization, communication, public relations, and interpersonal skills.
* Experience working with donors such as USAID, EU, CIDA, UN Agencies, etc. preferred
* Experience serving in a hardship post in a complex emergency setting
* Strong Christian commitment and ability to provide Christian leadership

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.  Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations
* The ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 10-15 pounds.
* Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information.
* The employee frequently is required to sit, reach with hands and arms, talk and hear
* The incumbent should expect to spend considerable time traveling by land over rough terrain.

**WORK ENVIRONMENT:**

• General office setting. Great lengths of time working on computer, reading from computer screen, entering data through computer keyboard & mouse, retrieving documents from printer, standing at copier or fax machine, and frequent attaching and removing staples.

Year-end archiving activities involve repeated lifting and bending.

• Physical, emotional and intellectual demands

• Normal office setting

• Equipment used: Personal computer (desktop or laptop), calculator, printer and copier.

• All of the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation. This position description is not all-inclusive and is always under review.

We maintain a drug-free workplace.  
  
For World Relief staff, strong commitment to the mission, vision, and values of World Relief is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.

Legal Background in the United States

World Relief is both an equal opportunity employer and a faith-based religious organization. This means that we conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of World Relief as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.  
  
Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a) World Relief has the right to, and does, hire only candidates who agree with World Relief’s Statement of Faith.

**MINIMUM QUALIFICATIONS:**

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| SKILLS& ABILITIES: | ESSENTIAL | DESIRABLE |
| Qualification | Desired Qualification: Master’s DegreeBachelor’s Degree in International Relations or related field | Master’s degree in related field |
| Work experience | * 5 years of experience in Relief and Development work in the developing world, preferably in Haiti * Strong knowledge of program areas and ability to communicate practices to various constituencies in the U.S. and Haiti | * 2 to 3 years of experience in a leadership role * Experience working in an emergency situation * Experience in donor reporting e.g. USAID, EU, CIDA, UN Agencies preferred |
| Languages | Excellent English & French abilities (oral and written) | Ability to understand and/or communicate in Creole |
| IT | At ease with Microsoft Office programs (in particular with Word & Excel), Internet, and e-mail writing |  |
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| Motivation | Strong Christian commitmentAble to work independently as well as being a strong team player | Capacity to give spiritual inputEnjoys working in a team settingAbility to work independently and to deal with problems and issues both promptly and efficiently |
| Team building | Diplomatic and sensitive to cross-cultural issuesOpen minded, self-controlled, self-learner and flexible | Self-confident, maintains endurance |
| Adaptability | Capacity to work under pressure and to tight deadlinesGood negotiation skills, especially in the context of another culture  * Able to work in a fluid and insecure area * Maturity and ability to adjust to harsh living conditions | Self-controlledExperience in hardship postings/complex emergencies, with proven leadership experience |
| Technical expertise | Reliable and highly organizedExcellent written and verbal communication skillsAptitude for community mobilization and capacity-building  * Ability to manage budgets, understand financial accountability procedures, logistics, and commodity tracking | Experience in training/mentoring staffKnowledge of and practical experience in the development of didactic materials for training |
| Management & Leadership | Good time managementAble to prioritize clearlyAble to enforce proceduresAble to oversee multiple tasks | Desire to be stretched, professionally, personally & spirituallyAdvanced planning, assessment and analytical skills |

**HOW TO APPLY**

Please send your applications to the following email address: wrhadmin@wr.org with “**Director of programs**" in the subject line. Attach the following documents: Cover letter, Curriculum Vitae, Degree & Certificates obtained.