

JOB DESCRIPTION

Field Program Manager

Position title	Field Program Manager
Location	Ainaro (1Position), Ermera (1Position), Manatuto (1Position) and Oé-cusse (1Position)
Reports to	Deputy Chief of Party – Program Coordinator
Grade	7 Step 1
Salary	US\$1,227 per month
Position type	One Year
Start date/timeframe	April, 2023

1. Background

1.1 About CARE

CARE is an international development and humanitarian organization that has been working in Timor-Leste since 1994. With programs that extend across all parts of the country, CARE works with partners to save lives, defeat poverty, and achieve social justice.

CARE works with remote, rural communities and civil society partners to combat gender inequality, as this has been shown to be one of the most effective ways to create sustainable development outcomes.

Ensuring well-being and a voice for women and girls in rural, disadvantaged areas is at the heart of CARE's work. This is achieved in four priority areas of Education, Women's Economic Empowerment, Health, and promoting Women's Voice in society through development and humanitarian programs.

1.2 About the program

CARE International in Timor-Leste will implement an extension to the United States Department of Agriculture (USDA) funded HATUTAN Program, to build a partnership between schools and their communities to improve literacy, learning, health and nutrition for children and adults in the municipalities of Ainaro, Ermera, Oé-cusse and Manatuto. The program partners with the Ministry of Education, Youth and Sports (MEJD) as the lead Ministry to strengthen pre-school and primary school performance in literacy, health and nutrition and support the full implementation of the government school feeding program. The HATUTAN Program also works closely with the Ministries of State Administration, Health, Agriculture and Fisheries.

2. The role

Field Program Manager: Based in Ainaro, Ermera, Manatuto and Oé-cusse, this position is responsible for overseeing the field office operations and program implementation including operational planning and oversight and safety of the staff and shared program resources. The Field Office Managers represent the program at the municipal or regional level, leading coordination with municipal or regional leadership, other development partner programs, private sector and key stakeholders in the assigned municipality or region to ensure good communication across government sectors and cooperation with other development partners. The Field Program Manager provides technical support to municipal or regional officials to improve education quality including management of the school feeding program, school infrastructure and financial management.

The role requires a high level of professionalism, good leadership and vision, excellent organizational, planning and communication skills, an ability to develop networks and relationships with key stakeholders and to work with others across a diverse team. This position is based in one of four target municipalities or region, with frequent travel required to activity locations throughout the municipality or region and some travel to Dili and other field offices.

MAIN RESPONSIBILITIES:

Representation of HATUTAN and Networking:

- Lead the program's coordination and communication at the municipal or regional government level and maintain current information on key government programs that schools and their communities can access to improve literacy and health outcomes;
- Serve as a primary technical contact and liaison with the relevant officials in the municipal or regional government, beneficiaries and other stakeholders to ensure proper implementation, adequate monitoring, and sufficient coordination of field activity occurs;
- Participate in relevant municipal or regional sectoral coordination meetings and stay up to date on devolution of government powers to municipal or regional authorities across sectors through de-concentration and/or decentralization of services;
- Together with the senior program staff, regularly share performance and monitoring data with relevant municipal or regional education officials and central school administrators;
- Lead coordination with development partners, private sector and other key stakeholders to explore opportunities for greater program impact through collaboration;
- Under the guidance of the Deputy Chief of Party - Program Coordination (DCOP-PC) and Chief of Party (COP), serve as the program point of contact for local media including maintaining a current media contact list;
- Represent the HATUTAN Program at relevant events;
- Ensure good relations between program staff, government authorities and target beneficiaries in the schools and communities, proactively resolving any problems of communication or access;

Oversee program implementation:

- Lead field office coordination meetings ensuring that all field staff are planning and implementing activities jointly with timely follow on action points;
- Ensure activity plan development, including working with program staff, and key stakeholders to develop activity plans for Dili-based senior manager approval;
- Ensure good integration of activities that increases implementation efficiencies, reduces waste and creates synergies;
- Establish robust communication systems among field office staff to ensure coherent program delivery within the municipality or region;
- Co-supervise the field staff ensuring effective and efficient implementation of the program at the municipal or regional level;
- Provide regular feedback to senior program staff to ensure fidelity of program implementation;
- Monitor and track the implementation of activities, monitor timelines, review activity budgets, support local partners, resolve issues, and ensure the timely completion of activities;
- Work closely with the Monitoring and Evaluation (M&E) team and senior staff to ensure M&E data is correct and submitted in a timely manner;
- Prepare weekly activity update and monthly field program report with the program team;
- Deliver accurate and timely activity program reports, including key finding issues from coordination meetings with government and other stakeholders;
- Oversee functionality of the field office to support the different program team technical units to meet objectives and deadlines;
- Assist the Capacity Strengthening Trainer and senior staff to provide technical support to municipal or regional officials to achieve the full implementation of the school feeding program;
- Support technical supervisors to establish clear performance targets for field-based program staff and ensure that staff are performing at their best and are individually held accountable for their own tasks and deliverables;
- Identify staff capacity building needs in coordination with field office staff supervisors and provide guidance and coaching to enhance performance;
- Together with Senior Education Officer, allocate field staff to schools and identify community stay options;
- Provide back-stopping support during the absence of key field staff at schools and other program locations;
- Support planning and implementation for all municipal or regional program events (such as program launch, workshops and graduation events) and maintain an events / activity calendar;

Field office operations together with Field Office Finance and Administration:

- Oversee all administrative and operational planning at the field office;
- Monitor expenditures for activities in the municipality or region based on the approved budget and ensure all expenses comply with donor and CARE's rules and regulations, including approving transactions and procurement within limits of authority;
- Manage the allocation of shared program resources assigned to the field office including the program vehicle, motorbikes, workstations and office equipment (printer, projector, camera);
- Ensure office operations meets CARE safety and security requirements, ensure all field staff comply with CARE's safety and security policies and submit monthly safety and security reports;
- Monitor daily movements of field staff;
- Review and approve timesheet and leave requests of field staff along with each staff person's technical supervisor;
- Provide backup for finance and administrative matters as needed;

Other tasks:

- Create a team environment that supports an inclusive and gender-balanced field staff free of intimidation or harassment;
- Support team building activities to promote staff motivation, understanding of overall program goals, and how each team members' role contributes to these goals;
- Be proactive in identifying risks of fraud, non-compliance, or child protection issues on the part of staff, partners or beneficiaries;
- Conduct spot-checks and support investigations as needed;
- Immediately inform supervisor or relevant CARE managers of any reported accidents or issues that indicate the possibility of fraud, child protection concerns or sexual harassment as per CARE procedures;

OTHER RESPONSIBILITIES:

- Proactively manage in the staff evaluation (APPA) process;
- Engage in CARE emergency preparedness, assist in any emergency response as required;
- Promote a safe and secure work environment, fostering a culture of safety and security awareness and consistently follow all CARE safety and security policies, procedures and directives;
- Demonstrate an ongoing commitment to gender equality, diversity and child protection.

3. Selection criteria

EXPERIENCE AND QUALIFICATIONS:

- Minimum relevant Bachelor's degree in program management, administration, monitoring and evaluation, development studies, education, agriculture, marketing or health or equivalent and a minimum of 5-6 years' work experience program management or other relevant areas, preferably with an International Non-Government Organization (INGO); (Applicants without a university degree must have a minimum of 10 years relevant work experience);
- Work experience managing staff and programs, preferably in field office management;
- Ability to analyze complex information, accurately communicate and report on findings;
- Demonstrated high level of organizational and time management skills, including the ability to plan and manage workflows and balance competing priorities to ensure timely processing to meet deadlines;
- Demonstrated strong leadership, decision making, problem solving, planning, analytical and influencing skills;
- Demonstrated experience in effectively leading, people management and motivating a team;
- Representational skills including developing networks and relationships with key stakeholders;
- Willingness to learn and apply CARE's gender equality and women's empowerment activities;
- Fully conversant in Microsoft Office with knowledge in Microsoft Word and Excel and strong numeric skills;
- Strong written communication skills particularly in summarizing field reports;
- Fluent oral and written Tetum and intermediate (very good) oral and written English skills.