**HEAD OF PROGRAMS – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | * The Head of Programs (HOP) will assume responsibility of providing strategic direction, oversight, monitoring and evaluation, donor reporting and leadership to a diverse and accomplished team of national and international professionals, managing and contributing to high quality implementation of all programs and successful management of relationships with donors and projects’ partners in support of the programs (CP/LO programs). The HOP is crucial member of the Senior Management Team and takes the lead in growth and promotion of continues learning and staff professional development. The HOP in coordination with Head of Operations will hold overall responsibility for maintaining compliance to donor rules and regulations. The HOP will represent CRS at the meetings with government, Church partners, donors and other international and local agencies. |
| **Key Responsibilities** | **Program Quality and Management:**   * Provides leadership and oversee specific and clearly defined CP/LO program directions and day to day activities as indicated in the donor agreements, successful implementation of CP/LO programming strategies, M&E, financial, programmatic, and staffing management. * Serves as point person for the CP/LO programming, and provides strategic and technical leadership to CRS CP/LO and partners for all of its components. * Leads the planning of programming directions and set high quality performance targets ensuring adherence to technical standards, innovation, needs-driven, results-oriented, CRS quality programming standards, best practices, and to donor guidelines. * Use appropriate management tools to plan, review and track progress on projects implementation progress as well as on the utilization of project resources. * Oversee the work of programming teams during the preparatory works, assessments, technical requirements, selection of external entities in support of the specific projects/program and ensuring compliance with CRS agreements and with statutory and technical legislation issued by appropriate government authorities. * Ensure the development and implement strong M&E systems using appropriate CRS tools and resources to maximize project impact on beneficiaries. * Continuously support the professional development of his/her team at all levels by providing adequate mentoring, clear orientation, feedback and learning opportunities. * Lead staff in outlining clear and effective strategies for program development, management, monitoring and evaluation, reporting, program evaluation and budget monitoring. * Identify technical assistant needs for CRS and partners and take the lead in developing SOWs and follow up with potential TA from the region and/or external expertise as appropriate. * Oversee management and maintenance of up to date documentation related to all projects approvals, monitoring and implementation in both hard and soft copies. * Promote strong linkages and exchange with other CRS CP/LPs engaged in similar programming to ensure the sharing of best practices and expertise. * Closely monitor events in CP/LO (humanitarian situation, politics, and security, etc.), in order to identify other potential programming areas and new (strategic) partners for CRS. * Conduct regular field site visits to review program progress; meet with partners, local government, and beneficiaries; and address implementation/relationship issues in the field * Strategically utilize use of ICT4D, technology and other contemporary systems in support of the projects and quality implementation.   **Partnership and Capacity Building**   * Ensure excellent collaborative working relationships with local partners. * Manage relationships, negotiations and intensive communication efforts with partners in all phases of grant/project implementation, facilitates coordination with partners, including knowledge management, learning and capacity building for partner staff. * Promote the involvement of partners at all stages of the project cycle. * Identify both PQ and MQ capacity building needs and organize relevant support via follow up with CR, EMECA DRD PQ, and/or other CRS support as needed. * Coordinate any support from the CP/LO for ensuring strong communication with and support to partners. * Leads in identification, accompaniment, and empowerment of diverse network of local implementing partner organizations. The HOP will take the lead in putting CRS’s principles of partnership into practice.   **Programmatic Reporting**   * Ensure timely and quality preparation of donor project narrative reports, quarterly performance indicator tracking tables, baseline and final evaluation reports, as well as other reports needed/required by the local government, donors, the region or headquarters as per reporting schedule. * Advise senior management about strategic programming directions and issues affecting project implementation, or key local issues affecting future grants/projects developments. * Ensure timely and high-quality reporting to donors.   **Budgeting, Financial Planning and Compliance**   * Ensure proper and strict financial management systems are in place and followed in coordination with the CP/LO based finance team/department, and while providing budget management support and guidance to program staff. * Ensure grant/project management compliance with donor regulation. * Ensure the review and timely submission of financial reports by partners working in close coordination with the finance team and other resource management staff in CP/LO. * In collaboration with HoOps and CR and the finance staff/department, review and analyze budget comparison reports and take necessary steps to ensure proper management (quality management) standards and utilization of grant/project budgets are in compliance with donor and CRS regulations. * Ensure that systems are in place for the management of equipment and local procurement activities in support to grant/project successful implementation. * Support APP/annual budget process in close coordination with the HoOps and CR.   **Representation, Coordination, and Communication**   * Leads regular team meetings, staff meetings, and program (technical) meetings with other implementing NGOs/Government agencies and institutions. * Ensure systems are in place for the proper documentation of meetings and timely circulation of resulting information/outcomes. * Help with the coordination of visits of CRS, donor and partner staff as needed. * Ensure CRS representation to local government authorities and Donors related to grant/project. * Coordinate with other peers all activities in support of the grant/project. * Undertake donor liaison in the field as required in support of senior management. * Mediate as necessary among local actors during project life. * Act as CR in his/her absence and the absence of the HoOps. * Represent CRS (in tandem with the CR) in coordination meetings, to partner organizations, local government authorities, UN and other NGOs working in CP/LO * Develop and maintain strong partnerships with local implementing partners and international agencies, form alliances to enhance fundraising and growth opportunities. * Present program ideas to potential donors, in tandem with the CR and other program staff.   **General Programming**   * Leads the design, development and implementation of CRS projects, as needed, pursues new funding opportunities in close collaboration with the CR and program staff. * Leads information sharing and transferring skills and knowledge within the CP/LO when appropriate, and collaborate with other division managers to ensure sound communication with partners and project activities are implemented in all its cycles * Provide guidance and tools to program staff to ensure that they are producing high quality proposals and complying with donor and Agency requirements. Ensure compliance with the EMECA proposal development processes. Request CRS Business Development Team support as needed * Provide support to other peers in the CP/LO as needed.   **Supervisory Responsibilities:**   * Supervise and mentor grant/project staff working on specific-based activities/sectors. * Ensure timely and quality adherence to CRS Performance Management System for all staff under his/her supervision. * Preparation of employee job descriptions, performance plans and performance appraisals for projects officers/assistants that are engaged for specific clearly defined projects in coordination with other HOP and other program management. * Ensure that CRS grant/project staff have the equipment and logistical support needed to carry out their roles/responsibilities. * Contribute to the planning and implementation of capacity building for grant/project based staff. * In collaboration with the CR, facilitates and promotes program staff to provide outreach support to other countries in the region and agency-wide. |
| **Key Working Relationship** | **Supervisory:**  Program team members/staff (Program Manager, Project Manager, COP’s, Senior Project Officers, Project Officers, etc)  **Internal:**  CR, CP/LO based Project Managers, HOP, HOO, Operations and Finance Departments, EMECA region staff and TA’s and ERT staff (as appropriate).  **External:**  Local partner organizations; local and international organizations; municipal government officials and occasional contact with state government officials; partner organization, door representatives, community leaders and other local actors. |
| **Agency-wide Competencies** | These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.   * Serves with Integrity * Models Stewardship * Cultivates Constructive Relationships * Promotes Learning |
| **Program Quality Competencies** | * Builds and Leads Effective Teams * Supervises and Develops Program Staff * Leads Growth in Programs * Focuses on Quality |
| **Personal Skills** | * Demonstrated strong ability with multiple project grants management, including project design, budget preparation, expenditure tracking, monitoring and evaluation, reporting, etc. * Ability to work independently, but also coordinate effectively as part of a team. * Ability to lead a multi-cultural team with a high level of respect for local culture. * Strong analytical and organizational skills. * Experience with capacity strengthening and partnership building. * Capacity to work closely with, understand, and support local Church partners. * Excellent written and spoken communication skills in English. * Strong written and spoken communication skills in local language. * Strong computer skills (MS Word, Excel, Outlook and Power Point). * Experience in working with grants funded by USG, UN Agencies preferred. * Knowledge of CRS and Sphere emergency guidelines. * Ability and willingness to work and live in diverse, challenging, complex, and potentially unstable environment. |
| **Qualifications** | * Phd/Master degree in a directly related field, such as operations research, quantitative analysis, etc.; significant work experience in a directly related field will be considered in lieu of graduate degree. * Minimum of five years work experience in development and/or emergency programs * Demonstrated experience in community mobilization, organization and mediation among local actors * Excellent writing and communication skills in both English and the appropriate local language * Strong cross-cultural skills and experience working with people from different ethnic/cultural backgrounds * Demonstrated capacities to establish and maintain strong, collaborative working relationships with donors, government officials, local organizations, communities and other stakeholders * Proven ability to multi-task and meet deadlines * Proven ability to develop proposals and write reports meeting donor requirements * Must be able to work independently and represent CRS * Proficiency in computer applications (MS Word, Excel) * Willingness to travel   **Foreign Language Required:**   * English, local language preferred |
| **Disclaimer** | * This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position. |

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| Employee | Name | Signature | Date |
| Supervisor | Name | Signature | Date |
| CR or Designate | Name | Signature | Date |