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**Job Description**

**Job Title : Program Manager**

**Location :** Based in Cox’s Bazar, Bangladesh

**Department : Program**

**Grade & Salary :** G-5, Consolidated BDT 120,000.00 per month

**Contract Length :** Fixed Term for 01 year with possibility of further renewal

**Responsible to :** Head of Party

**Responsible for :** Field Coordinator/Coordinator of partners and other staffs of partners

**Other relations in HelpAge :** Nutrition Officer, Inclusion and Rehabilitation Officer, Monitoring and Documentation Officer, Finance and Admin. Officer, Finance and Admin. Manager, HR and Admin. Officer of Cox’s Bazar and Dhaka CO Office

### **Background:**

HelpAge International (HelpAge) is an international NGO with a vision of a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. It is also a global network with over 100 affiliates working to support older people and promote their rights. HelpAge’s program are managed by a secretariat in London and Regional Offices in East Africa, Southern Africa, South Asia, East Asia, Middle East and Eurasia, and Latin America and the Caribbean.

**Our Vision** A world where every older person leads a dignified, healthy and secure life.

HelpAge’s goal is global change. The world we want where, every Older Person can say:

• I have the income I need

• I enjoy the best possible health and quality of life

• I am safe and secure, free from discrimination and abuse

• My voice is heard.

**Humanitarian Context**

Globally, around 15 per cent of the population are living with some kind of disability. An estimated 13 per cent of people worldwide are over the age of 60. More than 46 per cent of those who are over the age of 60 have a disability.

Humanitarian principles require that humanitarian assistance and protection are provided on the basis of need, without discrimination. No one should be excluded from humanitarian action, either deliberately or inadvertently. Yet there is still limited capacity among humanitarian actors to fulfil this commitment. Discrimination based on disability, age and gender often combines with other forms of discrimination to deny older people and people with disabilities their right to assistance and participation in humanitarian action.

Bangladesh has one of the world largest humanitarian responses for the Refugee and is now in its 5th year of providing humanitarian assistance to the 913,660 Rohingya individuals, living in the 34 congested camps in two (Teknaf and Ukhiya) sub-districts under Cox’s Bazar District. Out of the total Rohingya Refugee population, 9% are over 50 years or older[[1]](#footnote-1) including 4% over 60[[2]](#footnote-2). According to the REACH[[3]](#footnote-3) report, 12% of the total population has either a single or multiple disabilities, this number rises to 46% among the older people.

Since 2017, HelpAge International-Bangladesh and its two downstream partners have been providing humanitarian assistance to older people and person with disabilities addressing their critical needs. Providing technical support to other humanitarian actors to promote age and disability inclusive intervention in broader humanitarian program.

To address above problems, findings, and lesson-learned through piloting this project, HelpAge and it’s downstream partners will implement self-reliance project for Person with Disability and Older People through funding support of WFP. The Objectives of the proposed project to promote Disability, Age and Gender Inclusive Self-Reliance and Nutrition support program across the targeted Rohingya Camps. Major interventions are Self-reliance through skills, life skills, Nutrition, assistive products, and dignity kits for the targeted population. Support to e disability and age inclusive humanitarian services and make those accessible to People with Disabilities and Older People, there need some other interventions. They are capacity building and technical support to other humanitarian actors. To provide input and technical support to improve accessibility of service facilities.

**Job Purpose**

Overall management and coordination of the Self-Reliance Project in 10 Rohingya camps of Ukhiya Upazila, Cox’s Bazaar.

**Major roles and responsibilities:**

* Overall implementation of assigned project
* Analyze different donors’ prospects, their priorities that align with HelpAge’s strategic goals.
* Explore opportunities that have been untapped (innovation, research).
* Development of overall project plan, budget and its implementation strategy in consultation with team members and donor
* Ensure partner and consultants implement their work maintaining the quality benchmarks.
* Effective implementation of project activities through maintaining proper quality and time.
* Provide necessary supports to the project team to ensure the effective delivery of the activities.
* Participate and sharing plans, achievements, experiences, learning and knowledge in the relevant meetings at Upazila and district.
* Ensure meeting documentation and action plan.
* Facilitate the GO/NO-GO process, and rigorously assess the criteria of the call for approval to go forward from senior management.
* Ensure necessary technical supports to Partner staffs.
* Organizing meeting, seminar, workshop, training, etc. maintaining high standard of quality, if required.
* Develop report, case studies & other relevant documents and share with supervisor and donor
* Coordinate with MEAL team by providing timely updates.
* Prepare quarterly, bi-monthly & year-end report through sharing and feedback mechanism with region & HoP.
* Taking necessary steps to build PNGO and other targeted humanitarian staff capacity through different training, orientation sessions and mentoring so that the field level staff can play their roles and responsibilities efficiently.
* Manage team dynamics and staff well-being. Provide coaching, strategically tailor individual development plans, contribute to the recruitment process of project staff ensuring timely recruitment and well-managed staffing transitions, and complete performance management for direct reports.
* Ensure on-time reporting and all deliverables based on donor's requirement and compliance.
* As per the assignment, provide technical support to different program teams relating to resource managing at partner level as well as HAIBD.

# **Extent of Authority:**

The Program Manager will report to the Head of party of the organization. S/he will have direct responsibility of timely and effective implementation of Self-Reliance project.

# **Other features of the job**

The post-holder will be based in Cox’s Bazar and will be expected to travel in field locations 60% time and when necessary.

**Safeguarding Responsibilities:**

Responsible for:

* Preventing harm and abuse from our people, operations, and programmes to anyone that encounters our work.
* Report all safeguarding incidents they see, hear, hear about or suspect, using our internal reporting mechanism.
* Complying with all safeguarding framework policies and practices.
* Completing mandatory training courses relating to safeguarding policy framework and comply with HR vetting procedures.
* Reporting and responding to safeguarding incidents reported to them by anyone connected with our work, using our internal reporting mechanism.
* Supporting staff to embed safeguarding measures in their role.

For Field visit/Movement:

* Reducing the risk of harm and abuse in the field.
* Involving communities in the design of programmes and complaint response mechanisms, be responsible for implementation and review.
* Attending specialist field training on safeguarding as required.
* Maintaining maps of support services for survivors.
* Receiving and responding to complainants/survivors and ensuring that no further harm is done, following a survivor-centred approach, using the principles of psychological first aid, and signposting to relevant local services as needed.
* Reporting all safeguarding incidents, they become aware of.

Program Management:

* Designing, implementing, managing and reviewing safe programming that assesses risk and implements mitigation measures to reduce the risk of harm and abuse to all people that encounter our work, whether from people, operations or programmes.
* Ensuring that communities and beneficiaries are consulted on the design of community response mechanisms and know how to report safeguarding concerns.
* Contributing to the work of Safeguarding Committees in embedding safeguarding in the working culture.
* Undertaking safeguarding investigations as required.
* Making downstream partners accountable for their safeguarding and ensuring training is completed and safeguarding incidents escalated to our Board

**Person Specification:**

Experience:

*Essential*

* Demonstrated at least 05 years’ experience of Emergency response project management
* In depth knowledge/concept of Humanitarian response, disability and ageing gained through practical work experience at an appropriate level.
* Prior experience of working with partner organizations and dealing with multiple stakeholders’ particularly older people.
* Working experience with Person with Disability and Older People
* Proven experience in facilitating capacity building training for staff and other humanitarian actor on age and disability inclusive humanitarian response
* Direct experience of project implementation & monitoring, evidence-based learning, and quality reporting skill.
* Experience of gathering, editing and making project information accessible as and when necessary.

# **Skills & Abilities**

Essential

* Excellent facilitation skills in capacity building training for community people and of relevant project stakeholders.
* Ability to mobilize and negotiates with a wide range of people and organisations (including government, cluster, sector and coordination team) at all levels with sensitivity to cultural differences.
* Excellent relationship and team building skills.

#### Ability to work under pressure and meet deadlines.

* Ability to manage multiple and complex tasks regarding community issues.
* Ability to presentation skills and in writing quality reports and evidence-based documents (in English & Bangla).

Desirable

* Outgoing personality with interpersonal skills
* Competent IT skills, including experience of MS Word, Excel and PowerPoint
* Minimum fluency on Chattogram Colloquial language

# Personal qualities

*Essential*

* Commitment to equality opportunities
* Commitment to the Humanitarian principles of HelpAge International
* Excellent community problem-prevention and problem-solving quality
* Multitasking and stress handing capacity
* Target oriented, proactive, and flexible approach

**Education/Knowledge**

*Essential*

* Masters in any relevant field in Social Science or equivalent gained in work experience preferably in Humanitarian sector and person with disability. Candidates having major in Economics/ Sociology/ Anthropology/ Education/ Public Health/ Women & Gender Studies will be given preference.

*Desirable*

* Adequate knowledge in Program Implementation issues preferably Protection & inclusion of Person with disability and older people in humanitarian response
* Experience of working in Cox Bazaar Rohingya camp would be beneficial
* Experience or working knowledge of disability and ageing issues facing in humanitarian crises

**NOTE**

This job description is intended as guidance and should not be viewed as inflexible as it may be varied from time to time in the light of strategic development of HelpAge program objectives.

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**Name of Employee** **Name of Supervisor**

Signature of Employee Signature of Supervisor

Date: Date:

1. Estimated according to the HAI’s Beneficiary database (50 years and above) in 8 HAI operated camps [↑](#footnote-ref-1)
2. Population Fact Sheet, UNHCR, March 2021 [↑](#footnote-ref-2)
3. As per the WASH household survey Age and Disability Data May 2021 by REACH [↑](#footnote-ref-3)