

Job Description

Program Manager – Santa Marta

Medical Teams International

Department:	Field Operations	Grey Sections for HR Completion	
Team:	Humanitarian Response Team	Job Code:	
Reports to (position):	Country Director, Colombia	Job Grade:	
Location(s):	Santa Marta, Colombia	FLSA:	
Work Days & Hours:	Full Time, occasional weekends and evenings	EEO Job Class:	
Travel:	Possible occasional domestic travel	Last Update:	
If Manager of Staff, Positions Supervised: <i>(directly & indirectly)</i>	Medical Coordinator (Santa Marta), HR Officer (Santa Marta), Finance Officer (Santa Marta), Procurement Assistant (Santa Marta)	# Supervised: <i>(directly & indirectly)</i>	4

Medical Teams International Calling:

Daring to love like Jesus, we boldly break barriers to health and restore wholeness in a hurting world.

JOB SUMMARY

The Program Manager leads MTIs response in the one of the assigned Field Sites and is responsible for timely and high-quality program implementation and support. The Program Manager provides supervision and leadership to both program and operational staff at the field site, ensuring adherence to agreed program work plans and reporting schedules as well as full compliance to MTIs policies in the areas of Finance, HR, Logistics and Information Management.

The Program Manager reports to the Country Director and will be based in Santa Marta with frequent travel to Barranquilla and Bogota.

Note: This role requires strong English and Spanish spoken and written skills. Colombian nationals are strongly encouraged to apply.

JOB RESPONSIBILITIES

ESSENTIAL DUTIES:

The Program Manager will:

Program Management

- Oversee the day-to-day implementation of all programs in the field site, coordinate closely with the local health authority and GIFMM
- Provides constructive supervision to implement, monitor and evaluate work plans and monitoring & evaluation mechanisms as agreed with the Country Director.
- Leads the field-based teams in the development of new proposals and initiatives for field sites in accordance with the country program, strategic plan, and MTI program framework.
- Participates in the development of budgets for program proposals in conjunction with the Senior Management Team.

- Lead the Field Management Team in developing regional objectives and change management
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Program Reporting

- In close coordination with the Senior Management Team and the relevant Medical Coordinator(s) leads the field-level Program meetings.
- Reviews operational aspects of internal and external reports from the field site and ensure timely submission as required.
- Responsible for submitting the final draft of donor reports by coordinating timely submission of data and preliminary reports from all departments, ensuring accuracy and completeness of data, and timeliness of report submission.
- Leads review of Budget vs. Actual expenditure on a monthly basis with staff, ensuring timely and accurate feedback to the relevant Medical Coordinator(s) and the Senior Management, Finance and Logistics departments.
- In collaboration with the Medical Coordinator(s) addresses any over/under expenditure issues through jointly developed corrective plans.
- Ensure documentation of accurate records of business decisions, actions, and practices undertaken on all projects.
- Maintain effective communication between field and country office, submit weekly sitrep and regular budget analysis report, compile incident reports as required per policy.

Human Resource Management

- Maintains open and professional relations with team members, promoting a strong team spirit and providing oversight and guidance to enable staff to successfully perform in their positions.
- Ensures all staff in the field site know and understand MTIs Global and in-country HR Policies and MTIs Standards for professional Conduct.
- Ensure the Safeguarding of program participants and employees through promoting an environment of awareness and upholding the code of conduct provisions of Medical Teams Protection from Sexual Exploitation & Abuse, Child & Vulnerable Adult protection, and harassment-free workplace policies.
- Documents and addresses breaches of policy and disciplinary issues in coordination with the Country Director in a professional manner and in line with the letter and spirit of the relevant policy.
- Ensure the Performance Management cycle is implemented and documented in a timely manner for all staff in the field site.
- Provides direct supervision to the field site's HR lead, ensuring recruitment, staff orientation, payroll preparation, leave management and exit management processes are carried out in line with relevant policies and procedures.

Finance

- **Responsible for monitoring financial performance of field program to ensure project objectives are achieved within allocated resources.**
- In close coordination with the Finance department, leads the development and management of annual, comprehensive and inclusive field operating budgets.
- Provides supervision and leadership to the field site's finance team, ensuring accurate and timely submission of monthly finance reports.

Logistics

- Provides supervision and leadership to the field site's logistics team, ensuring compliance with the MTI Field Operations Manual and strong record keeping.
- Reviews and ensure timely submission of monthly reports.

Information Technology

- In close coordination with the IT department at HQ, ensures strong IT systems are developed and managed at the field site.
- Provides leadership to all teams in terms of information management and the storage of data in line with GDPR.

Security Management

- Acts as MTIs Security Focal Point for the field site.
- Monitor the general dynamics and context of the region and identify potential risks to service delivery and security implications; coordinate actions to mitigate risks
- Ensures all staff in the field site know and understand MTIs local security regulations.
- Ensures high levels of context awareness and risks in the neighborhoods of implementation and plan and implement rigorous ongoing community acceptance measures to ensure support and protection of communities and their leaders for MTI's work.
- Submits incident reports as necessary. Monitor the field area of operations security situation, inform the Global Security Advisor, and SMT where appropriate, of developments. Participate in the review and update of the country Safety and Security Instruction.

Representation and Coordination

- Represents MTI with local government authorities, non-state actors, UN agencies, NGOs, implementing partners and donors at the field site level in a professional manner that advocates for Venezuelans access to health care.
- Engages and or delegates to program staff for sector representation as appropriate.
- Ensure accountability is integrated into country strategies, program design, monitoring and evaluations, recruitment, staff onboarding, trainings and performance management, partnership agreements, and highlighted in reporting. Upon request by the Senior Management Team, organize and facilitate field visits for stakeholders interested in MTIs field response.

OTHER DUTIES:

- Ensure direct reports have clear objectives, receive mentorship and participate in capacity building opportunities
- Utilize volunteers whenever possible.
- Additional duties as assigned.

EDUCATION, LICENSES, & CERTIFICATIONS

REQUIRED:

- Bachelor's Degree in a health-related field

PREFERRED: or a Masters Degree in Project Planning and Management, Health Service Management, Public Health or Public Administration is required

EXPERIENCE

REQUIRED:

- Strong understanding of Project Cycle Management.
- Minimum of five years of increasing responsibility in a management role.
- Experience in humanitarian response or development in a displacement or conflict crisis.
- Minimum two years' experience with an international NGO.
- Solid experience in staff management in a cross-cultural environment required.
- Demonstrated understanding of and experience with humanitarian and development programming and support (Budget management, finance, and logistics, human resources administration and information management).
- Demonstrated ability to handle sensitive situations diplomatically and possesses strong communication skills.
- Experience in working with and coordinating with local authorities, the UN, donors, INGOs and other stakeholders.

KNOWLEDGE, SKILLS & ABILITIES

- Fluency in written and spoken Spanish.
- Fluency in written and spoken English.
- Excellent oral, written and computer skills.
- Proficient in Microsoft Office, Google Drive.
- Ability to exercise considerable initiative to plan, organize and follow through to meet deadlines
- Detail oriented, able to keep accurate records.
- Ability to plan, organize and follow through on tasks independently.
- Ability to work with a flexible schedule including some weekends.
- Strong interpersonal, intercultural and communication skills.
- Keen interest to mentor others.
- Ability to travel to health facilities frequently and at times upon short notice.
- Ability to be decisive in emergency situations and use sound judgment.
- Committed to high ethical standards.
- Ability to support MTI Calling and adhere to the MTI Code of Conduct.
- Skilled in developing multiple solutions and able to take a swift decision, including in a high risk situation.
- Knowledge of health strengthening methods and best practices.
- Knowledge of principles and current approaches to monitoring and evaluation in relief and development programs.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

TOOLS AND EQUIPMENT USED:

- Requires frequent use of personal computer, including word processing, database programs; calculator, telephone, copy machine.

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 frequently required to sit and talk or hear. The employee is required to walk; climb stairs; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands, and arms.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderately quiet.
- Riding in a car for long distances on unpredictable or unknown terrain in various weather climates. This may include underdeveloped local roads or very busy/congested roadways.

NOTE: The above job description is intended to describe the general nature and level of work being performed by staff assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of staff in this position. Duties, responsibilities, and skills are also subject to change based on the changing needs of the job, department, or organization. The job description does not constitute an employment agreement between the employer and employee and is subject to change by Medical Teams International as the requirements of the job change.

I have read and understand this explanation and job description.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____