**Job Description**

**Program Manager – Tunja Medical Teams International**

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| ***Department:*** | Field Operations | Grey Sections for HR Completion | |
| ***Team:*** | Colombia Program | ***Job Code:*** |  |
| ***Reports to (position):*** | Country Director | ***Job Grade:*** | 12 |
| ***Location(s):*** | Tunja, Boyacá, Colombia | ***FLSA:*** |  |
| ***Work Days & Hours:*** | Monday-Friday, 40-48 hours/week, occasional weekends, and public holidays | ***EEO Job Class:*** |  |
| ***Travel:*** | Regular travel to field locations | ***Last Update:*** |  |
| ***If Manager of Staff, Positions Supervised:***  *(directly & indirectly)* | Health Program Coordinator (Tunja)  Logistics Assistant (Tunja)  Finance and Admin Officer (Tunja)  Community Worker coordinator  Community worker supervisor (2) | ***# Supervised:***  *(directly & indirectly)* | 6 |

**Medical Teams International Calling:***Daring to love like Jesus, we boldly break barriers to health and restore wholeness in a hurting world.*

**ROLE PURPOSE**

The Program Manager is responsible for setting up and leading Medical Teams humanitarian response in Boyacá and surrounding areas, focusing on the needs and impacts created by the Venezuelan migrant crisis. The Program Manager ensures all projects in the target areas are implemented with high quality, on time, and meeting all the humanitarian and management standards adopted by Medical Teams.

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 MEDICAL TEAMSs policies in the areas of Finance, HR, Logistics and Information Management.

The Program Manager reports to the Country Director and will be based in Tunja, with frequent travel to surrounding areas in Boyacá (and possibly Casanare), as well as Bogota.

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

**JOB RESPONSIBILITIES**

**Program, Office and Team Management**

* Oversee the day-to-day implementation of all projects in the field site, including supervision of implementation plans, monitoring and evaluation plans and project budgets.
* 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 MEDICAL TEAMS program framework.
* Contributes to the Colombia Leadership Team activities and priorities to improve project management, efficiency and impact within Medical Teams programs.
* Participates in the development of budgets for program proposals in conjunction with the Senior Management Team.
* Coordinate management and meeting mechanisms within the field site.
* In close coordination with the IT department at HQ, ensures strong IT systems are developed and managed at the field site.
* Oversee the implementation and integrity of project accountability mechanisms.
* Support the smooth facilitation of field visits for stakeholders, such as the Country Director, donors, or other approved visitors engaged with Medical Teams in Colombia and in headquarters.
* Provide leadership to staff/team building opportunities, including building understanding and adherence to Medical Teams value statements and calling statement.

**Program reporting and financial management**

* Reviews internal and external reports from the field site and ensure timely submission.
* 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.
* Responsible for monitoring financial performance of field program to ensure project objectives are achieved within allocated resources, including budget forecasting and monthly reports.
* Lead reviews of Budget vs. Actual expenditure monthly with staff, ensuring timely and accurate feedback to the relevant stakeholders internally. In collaboration with the Finance and Admin Manager, and the Grants and Information Manager, address any over/under expenditure issues through jointly developed corrective plans.
* Provide oversight to the field location Finance Officer, including adherence to all Financial Management protocols, controls, and policies.
* Ensure accurate documentation and archiving systems for all actions and decisions taken at project level.
* Maintain effective communication between field and country office through agreed weekly/monthly reports, budget reports, and indecent reports.

**Human Resource Management**

* Maintain 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 MEDICAL TEAMSs Global and in-country HR Policies and MEDICAL TEAMSs 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, including seeking and supporting opportunities for professional development of staff.
* 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.
* Oversee volunteers when required.

**Logistics**

* Provides supervision and leadership to the field site’s logistics staff, ensuring compliance with the MEDICAL TEAMS Field Operations Manual and strong record keeping.
* Reviews and ensure timely submission of logistics documentation of monthly reports.
* Support the efficiency of procurement processes and establish processes for mitigating fraud or mismanagement of assets.

**Security Management**

* Acts as MEDICAL TEAMS 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 MEDICAL TEAMSs 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 MEDICAL TEAMS’s work.
* Submits incident reports as necessary. Monitor the field area of operations security situation, inform the Country Director and Global Security Advisor where appropriate, of developments. Participate in the review and update of the country Safety and Security Instruction.

**Representation and Coordination**

* Lead local relationships with partner organizations, including clinics and health care providers.
* Represents MEDICAL TEAMS 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, including with local health networks and coordination mechanisms.
* Support 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.

***OTHER DUTIES:***

* Utilize volunteers whenever possible.
* Additional duties as assigned.

**QUALIFICATIONS (EDUCATION, LICENSES, CERTIFICATIONS)**

* Required: Bachelor’s Degree in a related field (Management or Project Planning, Public Health, Development or human rights).
* Preferred: Master’s degree in project planning and Management, Health Service Management, Public Health or Public Administration
* Other relevant qualifications in public health, migration, monitoring and evaluation and business administration.

EXPERIENCE

**Required:**

* Experience in project/program management: Budget management, finance, and logistics, human resources administration and information management.
* Minimum of five years of increasing responsibility in a management role, especially in the humanitarian or development context.
* Minimum two years’ experience with an international NGO.
* Solid experience in staff management in a cross-cultural environment required.
* Demonstrated understanding of the humanitarian context in Colombia, including experience engaging with donors and government.
* Experience in working with and coordinating with local authorities, the UN, donors, INGOs and other stakeholders.

Preferred:

* Experience with health/medical programs, and working within the Colombian health system.
* Experience in humanitarian response or development program related to refugees, migration, or internally displaced people.
* Monitoring and evaluation experience.
* Experience with database management and digital systems for beneficiary management.

KNOWLEDGE, SKILLS & ABILITIES

* Fluency in written and spoken English and Spanish is required.
* Excellent oral, written and computer skills.
* Proficient in Microsoft 365 and Teams, as well as Google Drive.
* Adaptability, innovation, and efficiency in planning and program management.
* Ability to work with a flexible schedule including some weekends.
* Strong interpersonal, intercultural and communication skills.
* Ability to travel to health facilities frequently and at times upon short notice, working closely with health professionals.
* Ability to be decisive in emergency situations and use sound judgment.
* Ability to support MEDICAL TEAMS Calling and adhere to the MEDICAL TEAMS Code of Conduct.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

***Tools and Equipment Used:***

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

***Physical Demands:***

1. 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.
2. 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.
3. 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:***

1. 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.
2. The noise level in the work environment is usually moderately quiet.
3. 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.

If you Are interested to apply please send your resumé or CV, before December 18, 2020 to the following e-mail address, [asanchez@medicalteams.org](mailto:asanchez@medicalteams.org) and/or [recruitmentco@medicalteams.org](mailto:recruitmentco@medicalteams.org). Please indicate in the subject, the position to which you are applying for.

The applications will be revised and studied as soon as we receive them.