

POSITION DESCRIPTION

Position Title:	Program Quality Manager (PQM)
Department:	Program
Location:	ChildFund Vietnam – Ha Noi office
Reports to:	Deputy Country Director/Program Manager (DCD)
Employment status:	Full-time

ORGANISATIONAL CONTEXT

ChildFund Vietnam is the representative office of ChildFund Australia – an independent and non-religious international development organisation that works to reduce poverty for children in developing communities.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 11 organisations which assists more than 14 million children and their families in over 60 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

ChildFund began working in Vietnam in 1995 and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children’s rights. Projects are implemented across the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where the majority of people are from ethnic minority groups, often the most vulnerable or marginalised sections of the population.

With a focus on education, water and sanitation, sustainable livelihoods, child rights and child protection, food security, and maternal and child health, including HIV prevention, ChildFund Vietnam also prioritises building the resilience of young people, by giving children and youth the opportunity to take part in sports, vocational education and life skills training, and supporting their participation in local decision-making processes.

JOB PURPOSE & REPORTING STRUCTURE

The Program Quality Manager (PQM) reports to the Deputy Country Director/Program Manager (DCD).

The PQM manages the Program Team’s Technical Specialists. PQM and the Technical Specialist form a “Program Technical Team” (PTT).

The PQM works closely with the Provincial Managers, Financial Manager, Communications Manager, Development Effectiveness Learning Manager, and HR & Support Services Manager.

The PQM contacts with relevant staffs based in Sydney for program quality issues.

POSITION SUMMARY

The PQM is responsible for leadership and for ensuring that the PTT provides a high quality of technical support to the field, ensure all the quality programming aspects of ChildFund Vietnam's programs.

The PQM is responsible for leadership, management and supervision of all aspects of program quality, to ensure that the PTT provides a high quality of technical support to the field, ensure all the quality programming aspects of ChildFund Vietnam's programs, with the overall objective of improving the well-being of children in Vietnam.

KEY AREAS OF RESPONSIBILITY

1. Program Quality Leadership and Management

- Manage the PTT to:
 - Enhance technical quality of program and project design;
 - Examine program implementation and assess relevant and possible improvements of current activities based on lessons learned, best practices, technical advances, etc;
 - Ensure Specialists start and keep going on with issue-based discussion papers in order to identify challenges and initiatives to drive the innovation in the overall program;
- Coordinate the design and implementation of Quality Management strategy, framework in close collaboration with the Program Manager and relevant technical advisors in Sydney, including tools, methodologies development, data system and analysis, grants and reports writing, lessons learnt and issue-based discussion papers;
- Coordinate with Technical Specialists, Provincial Managers and other relevant stakeholders on project design, including gathering information relevant for program quality for concept notes and proposals to input into the design of assessments and logframes, program quality plans in pursuit of high impact and cost effective program strategies and activities;
- Set direction by prioritising and organising actions and resources to achieve objectives and contribute to response-wide strategy development;
- Review and ensure all narrative reports and implementation plans of the various projects are prepared according to ChildFund requirements.
- Work closely with Provincial Managers to coordinate field visits to the program sites by ChildFund delegations and visitors;
- Oversight of the finalisation of timely and high quality reports by the Specialists and Provincial Managers;
- Conduct or organise training where appropriate with communities, local extension staff and other relevant groups in project quality control and management;
- Ensure the inclusion of cross-cutting issues, organisational policies and procedures in the team planning, implementation and assessments.

2. Support to Project Design and Development

- Work closely with Specialists to ensure technical advice and support is timely, relevant and of high quality;
- Work with the Development and Effectiveness Learning Manager, Technical Specialists, and Provincial Managers to ensure that results from Outcome Indicator Survey are used for development of new projects and for adjustment and adaptation of on-going projects;
- Work with Provincial Managers and Technical Specialists to ensure sufficient personnel resources for the project development writing of every single project;

- Endorse project concepts, ensure every project concept meets the ChildFund Australia’s minimum standards include the cross-cutting issues (Gender, Participation, Disability, Environment);
- Assist the presentation of project concepts and project proposals to the Project Quality Committee (head office in Sydney);
- Finalise all project proposals.

3. Monitor the “Value For Money” (VFM) across the program

- Work with Grant and Project Development Coordinator and Communications Manager to develop “VFM models” of ChildFund Vietnam;
- Work with Finance Department to monitor the VFM of every project, includes review of project budget preparation, review the financial analysis report and recommend for improvements in program and project design.

4. Program Capacity Development and Knowledge Management

- Facilitate regular discussions of the PTT to ensure sharing and leaning among (five) programs, effective use of technical resources, and consistent supports provided to the field;
- Work with HR and specialists to organise annual program technical trainings for program staffs;
- Organise program (mid-year and end-year) meetings, facilitate learning discussion in the meetings;
- Participate in project review meetings and close-out meetings in order to highlight cross-project components aimed at replicating good practices and strengthening synergies between projects or programs;
- Ensure all evaluations, Community Action Plans and reports are completed on time, of high quality and recommendations are included in project reviews and future proposal development;
- Support the specialist to share the program knowledge and contributing to wider knowledge management across the organisation.
- Ensure the standardised system of all records and official documents related to the projects adhere with ChildFund’s Program Handbook;
- Manage the performance of specialists according to their role and responsibility, provide coaching, mentoring and other developmental opportunities to strengthen their skills, capacity and commitment to building capacity of program staff, partners and communities;
- Work with the Program Manager and other Managers to identify staffing needs for the PTT and take the lead role in recruiting necessary staff;
- Ensure program quality meets high standard across all ChildFund projects in Vietnam: define expectations, provide leadership to specialists;
- Incorporate staff development strategies and Performance Management Systems (PDP – Performance & Development Plan and JCP – Job Competency Profile) into team building processes based on ChildFund’s core competency framework.
- Promote capacity building of team and partners through facilitating exchanges, training opportunities, contacting with other institutions etc;
- Provide necessary support and training for personnel to ensure the highest quality of all programs.
- Participate in the development of ChildFund’s policies and strategies in Vietnam in co-operation with the PrgM and other management staff; Take a lead role in developing ChildFund’s policies in the area of program technical areas;
- Actively contribute to and support the development and promotion of ChildFund values, culture that reflects our Vision, Mission and Values, promotes accountability and high performance, encourages a team culture of learning, creativity and innovation, and frees up our people to deliver outstanding results for children, Alliance member agencies and donors.

5. Relationship, Partnership and Representation

- Maintain contact with other NGOs through meetings and forum etc. to ensure mutual awareness of activities and projects;
- Network with government officials and other agencies on issues and activities related to the program quality management;
- Establish, maintain, and improve active and regular working relationships with: host government authorities, donors, partner agencies including major institutional donors, and local and international NGOs.

REQUIRED COMPETENCIES/EXPERIENCE/QUALIFICATIONS

Core Competencies

- Commitment to ChildFund Australia's values, vision and mission: demonstrates a strong belief in ChildFund Australia's core purpose, and reflects the values of the organisation in daily activities and behaviours;
- Teamwork: the ability to work cooperatively and flexibly with other members of the team with a full understanding of the role to be played as a team member;
- Communication: the ability to communicate clearly and persuasively verbally and in writing;
- Accountability and integrity: our obligation as individuals to account for our activities, to accept responsibility for them, and to disclose the results in a transparent manner; and
- Adaptability and flexibility: the ability to meet changing conditions and respond to new organisational requirements, with flexibility and resilience.

Functional Competencies: Technical

- Strong understanding of the situation facing children, youth, families and communities in developing communities, and of appropriate responses;
- Broad, up-to-date knowledge of laws, practices and authority system related to the development field in Vietnam; A good knowledge of conditions and culture in different parts of Vietnam would be an advantage;
- Up to date and broad knowledge of theory and working approaches, methodologies in community development programs and projects;
- Ability to develop a comprehensive program strategy toward the organisation's goals and mission
- Deep experience in developing, implementing, and evaluating projects and programs in a developing-world setting;
- Ability to build strong working relationships, internal and external to the organisation;
- Ability to develop high-level reports, review and monitor spread sheets and budgets, develop budgets based on activities, planning and projections on time and to a high standard;
- Ability to undertake detailed activities with a high level of accuracy;
- Ability to respond to urgent demands while maintaining on-going implementation of activities.
- Ability to demonstrate initiative, promote and model new approaches;
- Excellent time management and organisational skills with ability to work to deadlines in well-organized and systematic manner, able to manage multiple priorities;
- Outstanding analytical skills, including the ability to develop systems that effectively implement, evaluate and track the partnership management and capacity building tasks;
- Excellent conflict resolution skills and negotiation skills;
- Strong presentation and facilitation skills;

- Excellent written and spoken English including proposals and reports writing; Fluency in Vietnamese is an advantage;
- Excellent computer literacy and experience with computerized information (including spreadsheets, databases), familiar with software packages under Windows and E-mail;
- Ability to provide direction and communicate the vision to encourage alignment within the organisation.

Functional Competencies: Leadership

- Strong leadership and coordination skills;
- Strong people and team management, development skills, including performance management;
- Ability and willingness to delegate tasks, balancing the need to support empowerment of team members with the ability to maintain task over sight;
- Well-developed coaching and leadership skills, both on a formal and informal basis;
- Working effectively with and through others;
- Open and responsive to personal change;
- Ability to respond well to change and to deal creatively with change, to manage the change and to bring necessary changes in the relevant sector/department to respond the changing needs of the organisation, the development sector and society as well;
- Ability to steward the organizational culture, facilitating change, crafting culture, valuing culture, personalizing culture;
- High personal credibility, with strong influencing skills.

Qualifications and experiences

- University qualification in management or development field; Master Degree or higher qualifications in development perspectives, development approaches and development activities is an advantage;
- More than five years' experience in senior roles, taking responsibility for high-level program/project development, management, implementation and monitoring, preferably in Vietnam;
- Experience working at the field level as well as high-level representation with national government, donors, UN, NGO (international and national) personnel and departments; international experience is an advantage;
- Demonstrated experience with child-focused programs;
- Demonstrated capacity development experience of teams and individuals;
- Demonstrated (high-level) experience in program management, proposal development, staff management and reporting with results-based management;
- Demonstrated awareness and experience working in partnership with and planning goals to closely support and link with national, provincial and district planning processes (timeframes, key documents, future initiatives);
- Experience in managing development activities with staff of varying levels of experience and ability;
- Experience in effective coordination of teams reporting to you, or non-related personnel, to achieve results on time and to a high standard;

WORKING CONDITIONS & OTHER ESSENTIAL REQUIREMENTS

- This is a Hanoi based, full-time position with regular travel to ChildFund's program areas in Vietnam. The position-holder may also be required to undertake occasional international travel;
- Adherence to written confidentiality policy/agreement is required;

- The successful candidate will be offered a definite contract. Salary will be set according to experience and qualifications, in accordance with ChildFund’s salary scale;
- Permanent appointment to this position is dependent upon successful completion of a Criminal Background Check and signing of ChildFund’s Safeguarding policy and procedure Code of conduct;
- In this position you will be required to conduct follow-up Criminal Background Check every 2 years or at any other time when required to do so by ChildFund;
- Commitment and adherence to ChildFund policies and procedures is required, and
- Other working conditions and benefits are outlined in ChildFund’s HR, PDP and Operations Manuals.

STANDARD OCCUPATIONAL HEALTH AND SAFETY (OHS) RESPONSIBILITIES

- Identify, assess, prioritise and control risks to the health and safety of staff in and visitors to your area/s of responsibility in the workplace; and
- Ensure that staff in your area/s of responsibility are provided with safe work systems and that the systems are followed by the staff and visitors.

ChildFund is an equal opportunities employer

People with disabilities are encouraged to apply for the position through ChildFund’s competitive hiring process.

Approval by: **Date:**.....
Name: Nguyen Thi Bich Lien
Job title: Country Director
ChildFund Australia Representative Office in Vietnam

This Position Description will be updated soon.