

JOB DESCRIPTION

Job title:	Provincial Coordinator	Location:	Manica
Department:	Management	Length of contract:	Indefinite
Role type:	National	Grade:	9
Travel involved:	50% travel within Mozambique	Child safeguarding level:	None
Reporting to:	Line manager: Country Programme Manager	Direct reports:	Technical Officer and Driver Manica
	Dotted line manager: Regional Technical Coordinator (Centre)		

Organisational background

Established in 2003, Malaria Consortium is one of the world's leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and collaborate with national and international organisations, to ensure effective delivery of services, which are informed by evidence and aligned to national and global policies.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

Country and project background

Malaria Consortium began working in Mozambique in 2005, supporting the development of distribution systems for long lasting insecticidal nets in the country including the private sector. The programme grew adding other aspects of malaria control such as Public health communications to

increase malaria awareness and improve preventive behaviours, particularly among school children and teachers. Using malaria as an entry point, we expanded into integrated community case management that focused on diagnosing and treating the most common childhood illnesses – mainly malaria, pneumonia and diarrhoea. Throughout, we have consistently strived to integrate our work into government-led health programmes and ensure sustainability.

Malaria Consortium Mozambique has 5 operating offices with a Head office located in Maputo and three Provincial (field) offices in Inhambane, Nampula, Niassa and Cabo Delgado.

Job Purpose

The Provincial Coordinator plays a key role in the overall leadership and management of the provincial office. Under the supervision of the Country Programme Manager, the Provincial Coordinator will be responsible for overall field coordination, budget management, programme management, provincial safety and security and provincial office management. They will be based in Malaria Consortium Provincial Office with frequent travel within the province, and to other provincial offices and the head office.

Scope of work

The Provincial Coordinator will oversee all programme activities and implementation, provide leadership, ensure that Malaria Consortium and donor policies and procedures are followed by all staff, supervise provincial teams and manage provincial office finances. They will also carry out external representation at provincial level on behalf of the organisation and maintain effective working relationship with government counterparts in the Provincial Health Directorate. The Provincial Coordinator leads the provincial team and supervises individual and team performance. They are responsible for safety and security management and quality management in their area of processes and documentation and sharing of learning.

Key working relationships

The Provincial Coordinator will work closely with the Country Programme Manager to ensure that the provincial office runs efficiently. In addition they will work closely with the Country Technical Coordinator, Country Finance Manager, Country Operations Manager and other members of the Country Senior Management Team to ensure that programme implementation in the province occurs to high quality, within budget and on time. The Provincial Coordinator will supervise a provincial team.

Key Accountabilities

1. Strategic planning and Leadership (5%)

- Participate in the review of the strategic plan for Malaria Consortium Mozambique Office
- Lead, with the support of country management members, on the development of a provincial annual consolidated implementation plan and budget that aligns to the Malaria Consortium national and global strategies
- Ensure that Malaria Consortium provincial office staff understand the country strategic plan, and the provincial implementation plan, and how the programme in the province are contributing to the achievement of country and provincial targets

- Contribute to business development through new ideas and project design. Work to position Malaria Consortium in the Provincial Health Directorate as a reliable and capable partner
- Work closely with the Country Programme Manager to see that there is a risk management plan in place and periodically updated for risks related to the running of the provincial office and its operations in the area

2. Programme management and coordination (40%)

- Work with the Country Programme Manager and the technical teams to ensure that there is a consolidated work plan and budget for programme implementation in the province, which is updated on a monthly basis
- Be responsible for stewarding programme implementation in a coherent and efficient manner
- Provide the first level of back stop for programme implementation including resolution of blockers or challenges which are affecting implementation
- Work with the Country Programme Manager to ensure that there is a consolidated performance management plan in place for programmes in the province
- Oversee performance management of programmes in the province and use data-driven operational decisions to keep implementation on track
- Facilitate lessons learning within the provincial team, and be responsible for documenting lessons and applying them to improve programme implementation
- Ensure programme activities are efficiently coordinated through effective team work within the provincial team. Hold regular coordination meeting and feedback progress, issues and key developments to the SMT
- Work with the provincial team to prepare activity and progress reports on time. Be responsible for quality assuring the reports and sending them to the head office. Prepare responses to feedback from the head office in a timely manner
- Work closely with the SMT to see that there is timely support from the head office in Maputo and where there are significant delays to escalate to the Country Programme Manager to avoid delayed programme implementation
- Work with team in the head office as well as the SMT to prepare for timely start-up of projects and smooth close-out of projects. Use the project management cycle and other organisation guidelines to see that these two critical stages of programme implementation are adequately managed
- Work with SMT and provincial teams to see that results and learning from programme implementation is shared with stakeholders at provincial level and including representatives of direct beneficiaries. See that feedback from stakeholders is collated and used to strengthen the capacity of the provincial team to deliver on time and to quality
- Oversee a quality management approach in the provincial team. Work with the SMT to see that there are checks and controls in place to enable the provincial team to conform to organisational and donor rules, regulations and standards. Be responsible for continuous quality improvement in the work done through the provincial office
- Ensure that management and project data is properly stored in accordance with organisation and donor procedures

3. Safety and Security management (10%)

- Serve as the organisational security focal point in the area of operations, taking overall responsibility of the safety and security of Malaria Consortium staff, assets and property in the province
- Update the Provincial Safety and Security Plan including Standard Operating Procedures and contingency plans at least every 6 months for approval by the Country Director. Share them with the provincial team as necessary
- Gather security information from staff, NGOs, UN agencies and other sources and share with the Country Programme Manager to jointly determine any issues which should be followed up or decisions which need to be taken in a timely manner
- Provide contextual understanding of the security environment for programmes and operations by engaging with government and local actors to collect relevant information
- Complete safety and security inductions for all new staff, and safety and security briefings for all visitors, ensuring that all inductions/briefings are documented and filed
- Ensure national and international staff compliance with safety and security policy and local plan and take corrective actions to address non-compliance. Report non-compliance to the Country Programme and actions taken
- See that there is adequate physical office and vehicle safety security including standard safety equipment, first aid kits and emergency communications
- Ensure all staff have training and equipment to comply with the local Safety and Security Plan
- Ensure security and other incidents are reported in a timely manner, in writing, and work with the Country Programme Manager to see that all incidents are investigated. Work with the Country Programme Manager to see that mitigation measures are in place to avoid future incidents or minimise their impact
- Ensure hibernation stocks are updated, monitored properly on a regular basis and replenished as necessary
- Designate a Fire Warden for each Malaria Consortium office in the province, and ensure regular checks of fire safety equipment and regular fire drills
- Ensure the country Communications tree holds up to date and accurate details for all staff in your province and participate in all security checks when instigated by the Country Programme Manager

4. Operations management (15%)

- Ensure compliance with Malaria Consortium and donor procurement requirements, and ensure all procurements deliver value for money for the organisation
- Oversee the management of vehicles, their maintenance and proper use by drivers and staff, ensuring that all vehicles used by Malaria Consortium staff are in a good condition, safe, have adequate equipment, and are cost effective for the organisation
- Ensure the effective implementation of Malaria Consortium Warehouse and Asset Management policies and procedures, focusing on proper tracking of materials and assets through correct and complete documentation and proactive distribution and utilisation planning with programmes and operations staff

- Manage the provincial office, including utilities, maintenance and repair, as well as monitoring office running costs to ensure a safe and cost effective working environment for staff
- Ensure sufficient and effective communications equipment are available, in good working order, and that staff understand their use, including related policies

5. Human Resources management (10%)

- Ensure that provincial staff all have JDs, valid contracts, and ID cards
- Work closely with the SMT to ensure that Leave, TOIL, R&R for the provincial team are well coordinated to avoid delayed programme implementation or compromising quality
- Ensure that Performance Management (objective setting and appraisals) policies are implemented and follow-on actions taken as necessary for all staff in the provincial team
- Periodically assess staffing needs to ascertain critical gaps. Costed recommendations should be made to the SMT to ensure that programme implementation is on time and to quality
- Ensure that all administrative internal and national HR Management requirements are observed, including through continuous interaction with relevant government authorities (*Direcção Provincial do Trabalho, INSS, Direcção Provincial de Finanças, etc.*)
- Ensure that annual staff performance evaluations are carried out on time and used for performance management
- Ensure that Malaria Consortium provincial office staff are aware of the organizational core values and code of conduct

6. Finance and resources management (15%)

- Be responsible for sound financial management of project and operational funds used in the area of operations
- Work with the Country Finance Manager to oversee compliance with Malaria Consortium's Finance Manual and donor financial regulations
- Ensure timely and accurate financial reporting and timely forecasts for provincial activities
- Be responsible for the provincial budget, and carry out Budget vs. Actual monitoring, with the support from the Country Finance Manager
- Ensure all payments owed for services are completed efficiently according to Malaria Consortium policies and procedures

7. External liaison and reporting (5%)

- Responsible for preparing and submitting on an annual basis the necessary progress reports to the Provincial Directorate of Health of the Province (DPSI), including the necessary arrangements for compliance with NGO annual performance evaluations
- Work closely with the Country Programme Manager to ensure that Malaria Consortium has a signed Memorandum of Understanding (MoU) with the DPSI which allows the provincial office to operate in the area

Person Specification

Qualifications and Experience:

Essential

- Bachelor's Degree in health, project management, international development, or other relevant field
- Experience in a management role with an NGO and in particular managing field teams
- Experience working an INGO in a developing country showing progressive advancement towards senior level management
- Demonstrated experience in programme management, operations oversight and budget and financial management
- Demonstrable interest in communicable disease control, community based healthcare, or health systems strengthening
- Experience managing donor funded projects and in particular managing project budgets

Desirable

- Master's degree in Public Health, Health Services Management, Project Management, International development, or a related discipline

Work Based Skills and Competencies:

Essential

- Strong leadership skills and a supportive attitude towards team members
- Excellent diplomacy and stakeholder liaison skills
- Excellent Portuguese language skills both written and oral
- Comfortable working with security protocols
- Strong relationship building / interpersonal skills
- Excellent staff capacity building skills
- Strong problem-solving, analytical and decision-making skills
- Strong computer skills particularly Microsoft Office
- Flexibility, ability to work independently and meet deadlines
- Positive attitude

Desirable

- Strong in managing difficulties and challenges mainly from the local actors
- Comfortable planning and delivering results
- Ability to communicate with impact and respect
- Ability to manage resources to optimize results
- Good English language skills both written and oral

Core competencies:

Delivering results

LEVEL C - Supports others to achieve results

- ✓ Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets
- ✓ Supports others to plan and deliver results
- ✓ Supports others to manage and cope with setbacks

Analysis and use of information

LEVEL B - Uses evidence to support work

- ✓ Identifies and uses various sources of evidence and feedback to support outputs
- ✓ Uses evidence to evaluate policies, projects and programmes
- ✓ Identifies links between events and information identifying trends, issues and risks
- ✓ Ensures systems are in place to address organisation needs

Interpersonal and communications

LEVEL C - Adapts communications effectively

- ✓ Tailors communication (content, style and medium) to diverse audiences
- ✓ Communicates equally effectively at all organisational levels
- ✓ Understands other's underlying needs, concerns and motivations and communicates effectively in sensitive situations
- ✓ Resolves intra-team and inter-team conflicts effectively

Collaboration and partnering

LEVEL B - Collaborates effectively across teams

- ✓ Proactive in providing and seeking support from expert colleagues
- ✓ Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution
- ✓ Proactive in building a rapport with a diverse range of people

Leading and motivating people

LEVEL C - Effectively leads and motivates others or direct reports

- ✓ Gives regular, timely and appropriate feedback
- ✓ Acknowledges good performance and deals with issues concerning poor performance
- ✓ Carries out staff assessment and development activities conscientiously and effectively
- ✓ Develop the skills and competence of others through the development and application of skills
- ✓ Coaches and supports team members when they have difficulties

Flexibility/ adaptability

LEVEL C - Supports others to cope with pressure

- ✓ Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same
- ✓ Adapts team approach, goals, and methods to achieve solutions and results in dynamic situations
- ✓ Sets realistic deadlines and goals for self or team

Living the values

LEVEL C - Supports others to live Malaria Consortium's values

- ✓ Demonstrates personal integrity by using role position responsibly and fairly
- ✓ Cultivates an open culture within the wider team, promoting accountability, responsibility and respect for individual differences

Strategic planning and thinking and sector awareness

LEVEL B - Is aware of others' activities and vice versa in planning activities

- ✓ Takes account of team members and others workload when planning
- ✓ Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments and needs
- ✓ Has a good understanding of the sector in which Malaria Consortium works