



## **JOB ANNOUNCEMENT**

Catholic Relief Services (CRS) is looking for a qualified Vietnamese candidate to lead our Country Program.

**Job Title:** Country Manager  
**Department:** Senior Management  
**Grade:** 11  
**Reports To:** CRS Mekong Sub-regional Country Representative (based in Cambodia)  
**Location:** Hanoi, Vietnam

### **About CRS**

Catholic Relief Services (CRS) is the official international humanitarian agency of the Catholic community in the United States. CRS works to save, protect, and transform lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

### **CRS/Vietnam Background**

CRS has been operating in Vietnam since 1994. In partnership with government, civil society and communities, CRS implements programs in 12 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Risk Education and Landmine Survivors' Assistance and Disaster Risk Reduction. CRS Vietnam is part of the Mekong Sub-region along with the Cambodia, Laos and Myanmar programs.

### **Job Summary**

As Country Manager you will manage and represent the country program office, advancing programming and operations objectives and the mission of Catholic Relief Services (CRS) to serve the poor and vulnerable. Your management and representation skills will enable you to advance CRS' reputation and impact while you proactively manage security and mitigate security risks and liabilities. Significant emphasis will be placed on developing strategic direction for the program and resource acquisition, including cultivation of current donors and development of new ones. You will lead the country program initiatives in strengthening local leadership through building the capacity of our partners and staff.

### **Job Responsibilities**

- Manage the design of medium and long-term goals. Ensure country program coherence with regional and agency strategy through regular communication with the Sub-regional Country Representative (CR) and Head of Programs (HOP) and collaboration with regional technical staff.

- In coordination with the Sub-regional country representative, contribute to sub-regional priorities, exchange lessons learned and incorporate best practices in sectors where CRS Vietnam works.
- Ensure program and operations leads coordinate their objectives in alignment with the CRS strategy.
- Ensure that all projects meet and exceed donor expectations and are designed and implemented for maximum impact and reach. Ensure the CRS program quality standards are adhered to per Agency policy and procedures.
- Lead the country program communication and influencing initiatives to scale up the program impacts and reach more vulnerable people.
- Effectively manage senior talent and directly supervise six staff. Manage team dynamics and staff well-being. Provide coaching and mentoring. Strategically tailor individual development plans and complete performance assessments for direct reports. Manage the development of staffing plans and the recruitment process of senior staff.
- Establish and develop strategic partnerships with national and international organizations that leverages resources, reputation, and expertise in line with CRS partnership principles. Ensure strong representation to key stakeholders, including local and national government, US government and international donors. Lead the team to work closely with the national and local government in program implementation and improvement of policy environment benefiting the poor and vulnerable.
- Manage and mitigate risk through monitoring of national and regional issues that may impact staff and programming. Ensure all staff understand and adhere to CRS staff safety and security policies and plans and ensure regular updating of such plans.
- Promote, uphold and model a commitment to the efficient use of agency and donor resources. Ensure compliance in operations functions. Oversee country program annual budget development process and regular management. Provide oversight and analysis regarding monthly expenditures.
- Oversee the pursuit of strategic growth opportunities, repositioning and capture planning. Lead proposal development process in close coordination with Sub-regional CR, HOP and Regional Staff.
- Create and maintain proper conditions for learning. Establish a safe environment for sharing of ideas, solutions, and difficulties and the capacity to detect, analyze and respond quickly to deficiencies. Promote accountability, learning and knowledge management overseeing application of the monitoring, evaluation, accountability and learning policy, as well as cross-sectoral and cross-department learning.

## **Background, Experience & Requirements**

### **Education and Experience**

- Master's degree in international development, International Relations, Social Sciences or a related field.
- Minimum of 5 years' experience managing high value relief and development programs. Experience in complex development settings preferred.
- Experience working with the Vietnamese government at national and provincial levels
- Demonstrated experience successfully managing high-value projects from multiple international donors, including USAID, DFID, and UN agencies; knowledge of relevant donor regulations.
- Experience engaging partners and strengthening partnerships.
- Staff management experience and abilities that are conducive to a learning environment.

- Ability to represent the agency at high levels.
- Experience in MS Office package (Excel, Word, PowerPoint, Visio), Web Conferencing Applications, and information and budget management systems.

#### **Personal Skills**

- Strong strategic, analytical, systems thinking, and problem-solving skills, with capacity to see the big picture and ability to make sound judgment and decisions.
- Very good relations management abilities. Ability to relate to people at all levels internally and externally.
- Team leadership abilities.
- Strong communications and presentation skills.
- Proactive, resourceful, solutions-oriented and results-oriented.

**Required/Desired Foreign Language:** Excellent writing and communication skills in English. Fluency in Vietnamese is strongly preferred.

**Travel Required:** Frequent travel within Vietnam and occasionally international (30%)

#### **Key Working Relationships**

**Supervisory:** 1) Operations Manager, 2) Finance Manager, 3) Disaster Risk Reduction Program Manager, 4) Mine Risk Education Program Manager 5) Disability Program Manager, and 6) MEAL Technical Advisor

**Internal:** Sub-regional CR, Sub-regional HOP, CRS Vietnam programs and operations teams, regional technical advisors, deputy regional directors and CRS headquarters staff.

**External:** Vietnam government, donor representatives, and partners (local/international).

#### **Agency-wide Competencies (for all CRS Staff)**

*These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.*

- Integrity
- Continuous Improvement & Innovation
- Builds Relationships
- Develops Talent
- Strategic Mindset
- Accountability & Stewardship

**Disclaimer:** This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

*\*\*\*Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

***CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.***

**Application requirements**

Individuals interested in this job are invited to submit your applications via email to Catholic Relief Services at: **recruitment.vietnam@crs.org**

Applications in English should include:

- i) Curriculum Vitae with name and contact information of three references
- ii) Application Letter
- iii) Copies of degrees, certificates

Deadline for submission: **September 21, 2021**

[recruitment.vietnam@crs.org](mailto:recruitment.vietnam@crs.org)

*CRS is an equal-opportunity employer*