

Job Description Hagar International in Vietnam

Job title	Programs Manager
Date reviewed	19 February 2024
Purpose	Oversee programs, develop Hagar Vietnam programmatic capacity, participate as a member of Vietnam’s senior management team, be involved in global Hagar working groups and initiatives, contribute to program management in other Hagar programs, as requested
Responsible to	Country Director
Responsible for	Project Officer/s, Project Coordinator, Case Manager Team Leader
Working with	Hagar Vietnam Country Director, senior management team, program team, and Communication team Hagar Vietnam partners’, supporters, network members, and donors as required. Member of Hagar’s Global Quality Assurance Working Group (with Policy and Program sub-committees) and relevant program staffs across Hagar network
Location	Hanoi, Vietnam with some field travel required and occasional travel outside Vietnam.
Post	Full-time

Hagar is an international trauma-informed care (TIC) specialist agency founded in Cambodia in 1994. Our focus is enabling women and children who are suffering from the impact of trauma resulting from slavery, human trafficking and abuse to recover and lead independent lives. We do direct client-based work, and seek to magnify the impact of our work through building the capacity of other agencies and individuals to increase the quality of their work with survivors in their own community, empower survivors to increase their voice and agency, and influence systems strengthening at all levels.

In Vietnam, we work directly with clients/survivors, and build the capacity of other agencies to respond to the needs of survivors in their own work, using our TIC model of providing support and social services to survivors. Since 2023 our client-based work has focused upon the Hanoi municipality and targeted provinces including Hanoi, Nghe An, Yen Bai, Lao Cai and Quang Binh. Additionally, we respond to the needs of potential clients nationally, if we are the best placed to respond to their complex traumas. At this time, we provide support and access to multi-sectoral social services for around 150 persons (clients/survivors), 400-600 family members, and 200 local authorities each year. Each client/survivor is served by Hagar for a period of 6-36 months, but depending upon the individual, can be much longer.

Our partnership work builds the capacity of, government, government-affiliated mass organisation representatives (predominately the Women’s Union), like-minded agencies and individuals to implement TIC case management responses for women and child survivors in their own work. We provide short-term training workshops, and longer-term training and supervision models, tailored to the individual needs of participants. We also provide leadership mentoring to female government staff, and seek to influence national case management and shelter guidelines, and survivor-friendly interviewing strategies by authorities. We provide on-going technical advice to national organizations and individuals with whom we collaborate, international telephone counselling for Vietnamese victims of trafficking and survivors of trauma, and support voluntary repatriation as requested. In this way, Hagar’s work impacts upon partners directly, and indirectly their clients/survivors. In 2023, our work impacted more than 60,000 vulnerable people, directly and indirectly.

In 2024, Hagar Vietnam is implementing projects that contribute to achieving Hagar Vietnam's 2023-2025 country program and Operational Plan, as well as Hagar International's 2023-2025 Strategic Plan and its five strategic goals: Heal, Prevent, Partner, Influence and Empower. Our projects include:

- The Whole Journey (2009 to ongoing) - This pioneering program provides human trafficking survivors, or those that have suffered with gender-based violence and sexual abuse, with long-term, holistic support for recovery and socio-economic reintegration.
- Trauma-Informed Care and Practice (2017 to ongoing) - This initiative strengthens trauma-informed principles and care practices among staff and partners.
- Various grants and projects focused on preventing gender-based violence, human trafficking, and sexual abuse in alignment with The Whole Journey program in 5 areas including Hanoi, Yen Bai, Nghe An, Lao Cai and Quang Binh from 2022-2026. These are funded through diverse sources.

Our Vision

Communities free and healed from the trauma of human trafficking, slavery, and abuse.

Our Mission

For those affected by trauma and those who support them, Hagar is an expert in care and recovery. When healing happens, the cycle of trauma stops.

Our Values

Respect: We believe in the right of all people to be heard and treated with respect and dignity.

Integrity: We commit to act ethically and honestly, striving to do the right thing at all times and in all circumstances.

Compassion: We want compassion and kindness to be evident in our attitude, communication and in active, practical ways.

Excellence: We hold ourselves to high standards, listening and learning from those we support, our partners and each other, to continuously improve all that we do.

Major Responsibilities

Strategic development

- Work with the Country Director, to document/update Hagar's Vietnam Country Program, annual Operational Plans, and establish strategic plans to achieve our priorities
- Interpret and analyse budgets for future program and organizational planning in consultation with the Country Director, Finance & Human Resource Manager and budget holders
- Support the provision and management of information to Hagar International and support offices, as requested
- Provide regular briefings to the Country Director to promote a strong and collaborative decision-making process

Program Lead/Management

- Oversee the program management process including planning, monitoring, evaluation, reporting, learning (PMERL) etc. on Hagar Vietnam's projects ensuring the alignment with Hagar International's PMERL, policies, practices, and donor requirements
- Work closely with all program team members to monitor and support program delivery and progress to meet approved project targets
- For Hagar Vietnam and across Hagar International, oversee organizational reporting through global monitoring indicators and client management system, ensuring quality reporting delivered in a timely manner
- Oversee program knowledge management ensuring it is up-to-date and accessible
- Communicate with donors regarding project development, reporting and project extensions/renewals in consultation with the Country Director

Financial Management

- Monitor project expenditure and income to ensure each project budget is well managed and funds are effectively utilized
- Work with the Finance & Human Resources Manager, to deliver timely and accurate financial information to the Country Director, providing solutions to challenges being experienced

Funding acquisition

- Support the Country Director in fundraising for Vietnam-based projects

- Contribute to the building of relationships with in-country donors, to increase fund acquisition opportunities, in consultation with the Country Director
- Contribute towards Hagar global funding acquisition through the BID Management, to ensure a consistent and complementary approach, as requested by the Country Director

Communications

- Ensure coordination between different departments/ working groups to provide adequate inputs for the work of Communications to develop key communication messages, social media posts, videos, external activities, etc. to market Hagar’s brand
- Assist Country Director to ensure program information flow between Hagar Vietnam and other offices as required, providing quality stories, photographs, videos, etc. in a timely manner.

Human Resources

- Manage the implementation of Hagar Vietnam human resource procedures related to project and program personnel in Hagar Vietnam
- Conduct Personal Development Planning and Performance Management for all direct reports.

Research

- Identify and oversee research activities aimed at program development and/ or policy change

Leadership

- Act as Officer-in-Charge in the absence of the Country Director for program-related issues, whole or a part, as requested
- Build staffs project management skills for their personal development, and commitment to achieving continual improvement
- Participate actively as a member of Vietnam’s senior management team, discussing and determining key organisational decisions in alignment with Hagar’s 2023-3035 strategic goals, country program, and annual operational plans
- Providing organizational leadership to other staff and clearly communicating Hagar International and Hagar Vietnam key decisions as requested by the Country Director
- Be an active participant of Hagar global working groups, including Quality Assurance (facilitator) and any Programs working groups,
- Represent Hagar with the Country Director in Vietnam’s Counter-Trafficking Network meetings
- Oversight the involvement of Hagar Vietnam program staff in national working groups – child rights working group, gender-based violence, ethnic minority working group, etc. and their contributions to national policies and practices, in consultation with the Country Director
- Attend meetings at donor, partner and other agency offices in Hanoi, as and when necessary in consultation with the Country Director

Other

- Lead Hagar Vietnam’s engagement and support to programs in other countries, in particular and currently, project managing and leading oversight of Hagar’s partnerships in Myanmar.
- Any other tasks as requested by the Country Director for the smooth running of Hagar operations in Vietnam

Signatures:

Signature and Date:

Prepared by: Giang Thi Thu Thuy, Country Director
Hagar International in Vietnam

Position Holder:
