

**Job Description**  
**Hagar International in Vietnam**

Job title	Country Director – Hagar Vietnam and Myanmar
Date reviewed	July 2024
Purpose	<p>As a member of the Hagar International Group Executive team and reporting to Hagar International Global Programs Lead, the Country Director will lead the team, program, and operations of Hagar International in Vietnam, and oversee Hagar’s partnership program in Myanmar.</p> <p>Within the framework of Hagar International’s Strategic Plan, annual operating plan, approved budget, and Hagar’s policies and other guidance provided, the Country Director will lead the development and implementation of high quality, innovative, well-targeted and focussed programmes in Vietnam to support and meet the needs of survivors of human trafficking, slavery and abuse in the country.</p> <p>Hagar’s Country Director in Vietnam will also oversee Hagar’s small but growing partnership work in Myanmar, including coordinating Hagar Vietnam’s technical support to the Myanmar partner(s).</p>
Responsible to	Hagar International Global Programs Lead
Responsible for	Hagar Vietnam Senior Management Team
Working with	<p>Hagar Vietnam senior management team, Hagar Vietnam partners’, supporters, network members, and donors. Hagar’s implementing partner(s) in Myanmar Member of Hagar’s Global Group Executive team</p>
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.

Since 2023, Hagar is working through an implementing partner in Myanmar to increase communities' knowledge of modern slavery and capacity to protect vulnerable people through increased economic resilience and access to trauma-informed care and other services. Hagar Vietnam provides oversight and technical input for this program and partnership.

### **Our Vision**

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

### **Our Mission**

We walk the whole journey of restoration with each survivor, empower communities to prevent exploitation and strengthen systems to protect those vulnerable to human trafficking, slavery and abuse.

### **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.

### **Key Position Responsibilities**

#### 1. Program development

- Oversee the delivery of existing services, and lead the development, implementation and evaluation of new quality services and programs that reflect Hagar International's values, goals and strategic objectives
- Ensure programs promote safety and recovery through trauma-informed practice that supports the needs of survivors of abuse and exploitation
- Regularly review the program portfolio, ensuring that resources are being used to deliver on Hagar's mission and focus

#### 2. Planning and Reporting

- In consultation with the Global Programs Lead and CEO, develop the strategic direction for the work of Hagar International in Vietnam, ensuring consistency with Hagar International goals, values and strategic objectives

- Evaluate and report against strategic and operational plans
- Ensure effective and consistent use of monitoring tools, CMS, indicator tracking
- Identify implications for Hagar International arising out of national and local issues and activities
- Provide timely advice to the GPL and CEO to anticipate and respond to change
- Ensure timely and high-quality reporting to all donors, supporters, and Hagar entities

### 3. Leadership

- Provide consistent, empowering, clear leadership to the Hagar Vietnam Senior Management Team, ensuring SMT decision-making is inclusive and collaborative
- Seek approval from Hagar International GPL/CEO for appointments/terminations of Senior Management Team positions
- Support the entire Hagar Vietnam team, modelling a high-performance culture
- Create an environment that promotes quality service delivery and a commitment to trauma-informed practice and safety
- Develop, drive and build the teams capability and ensure accountability through appropriate performance management
- Ensure the effective coordination of work across all programs
- Ensure employees receive an effective induction and ongoing training to maintain a high level of Occupational Health and Safety awareness and consistency of practice
- Ensure all required Codes of Conduct, Safeguarding, and Child protection policies are followed in Hagar Vietnam, incl all requisite training
- Model a high standard of professionalism and integrity

### 4. Management

- Ensure appropriate security policies and procedures are in place and are regularly monitored, and that all staff have received appropriate training and support
- Develop annual budgets and closely monitor financial outcomes to ensure programme objectives are achieved within available resources, budgets are adhered to, and necessary changes to expenditure are made in a timely manner
- Ensure performance and agreed income targets are achieved
- Ensure compliance with Hagar International reporting requirements, policies and procedures, statutory regulations, contractual obligations and funding requirements

### 5. Relationships

- Foster and develop collaborative and productive relationships across the Organisation
- Build and maintain effective working relationships with external stakeholders, including relevant agencies and authorities, and current and potential donors
- Represent Hagar as an international organization committed to the provision of high quality, trauma informed and value-driven care and support to survivors of abuse and exploitation, and advocating for systemic change and strengthening of response to human rights abuses, in particular in relation to human trafficking, slavery and domestic violence

### 6. Resource Mobilization

- Lead the development of revenue generation strategies and activities, including developing tenders and proposals

- Lead activities to positively position Hagar Vietnam with donors, partners, Government, and other stakeholders
- Identify and oversee opportunities for supporters, volunteers, and interns to contribute towards Hagar's mission in Vietnam
- Strategically plan for the effective and efficient use of resources, to strengthen Hagar's impact
- Adhere to Hagar International's finance policies and budget guidelines
- Take responsibility for ensuring funding gaps in project and program planning are communicated, understood in advance, and measures are taken to rectify
- Participate in the development of innovative program design and documentation that positions Hagar for the timely submission of quality proposals to donors.
- Any other duties as required

### **Key Selection Criteria**

- Relevant tertiary qualifications and evidence of senior level experience in international development and humanitarian work, public policy or a related discipline
- Understanding of and commitment to Hagar International's objectives, values and priorities
- History of successful strategy development and execution that delivers service growth and improves performance outcomes
- A track record of building high functioning partnerships and outcome focussed teams
- Demonstrated sound knowledge of program quality and policy frameworks
- Demonstrated sound knowledge of social policy and relevant regional and national issues, in relation to human trafficking and gender-based violence
- Demonstrated high level organisational skills and the proven capacity to deliver on multiple and varied projects
- Proven experience in resource acquisition and business development with wide range of donors/partners
- Proven engagement and relationship-building skills and the ability to represent the organisation effectively and professionally
- Evidence of strong consultation, communication, and interpersonal skills, with a demonstrated capacity to work collaboratively with others, negotiate and exercise influence in a diverse range of contexts
- Demonstrated high level analytical problem-solving skills, the ability to assess options and identify and implement creative, innovative and flexible solutions
- Demonstrated experience of effective budget preparation, forecasting and management

### **Signatures:**

Signature and Date:

Prepared by: Peter Baynard-Smith, Global Programs Lead, Hagar International

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Position Holder:

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