

## HAGAR VIETNAM JOB DESCRIPTION

1. Position Information:	
<b>Job Title:</b>	<b>Project Officer</b>
<b>Position Reports To:</b>	Program Manager
<b>Staff reporting to this post</b>	Project Assistant(s)
<b>Position Location:</b>	Based in Hanoi with frequent travel to the field
<b>Contract period</b>	Full time.
<b>Position Purpose:</b>	Manage budget and delivery activities of the Hagar projects
2. Position Context/background:	
<p>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.</p> <p>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.</p> <p>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.</p> <p>We are looking for committed, result-driven candidate for the position of Project Officer based in Hanoi. The position holder will be expected to work very closely with the Program Manager to implement and monitor all projects of Hagar Vietnam.</p>	

### 3. Important Stakeholders & Relationships:

External	Internal	Membership Committees / Groups
<ul style="list-style-type: none"> <li>• Donors (as requested)</li> <li>• Department of Labour Invalids and Social Affairs representatives</li> <li>• Women’s Union representatives (provincial, district, commune)</li> <li>• Local partners</li> </ul>	<ul style="list-style-type: none"> <li>• Country Director</li> <li>• Senior Management Team, particularly Program Manager</li> <li>• Program staff</li> <li>• Communication staff</li> <li>• Finance &amp; HR Department</li> <li>• Volunteers (as relevant)</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Hagar and Vietnam-based working groups as agreed with Hagar line manager.</li> </ul>

### 4. Major Responsibilities of the Job:

#### Project Management

The position is responsible for managing project budget and delivery of project activities as assigned by Program Manager. This post is requested to work and build effective working relationships with authorities and project stakeholders, including:

- ✓ Effectively coordinate with all project stakeholders, especially with Women Union and Department of Labour Invalid and Social Affairs in target provinces to ensure efficient and effective management and implementation.
- ✓ In coordination with the Program Manager, project staff and implementing partners, facilitate the preparation of annual work plan and budget for assigned projects. Regularly review the quarterly work plan and budget and propose necessary adjustments if needed.
- ✓ Be responsible in ensuring quality in delivery of project activities, identify any emerging issues affecting project implementation and determine solutions in consultations with Program Manager.
- ✓ Coordinate with relevant staff TIC technical advisor, case manager team leader, communications officer, etc. to implement the project activities according to the approved plan.
- ✓ In coordination with the Program Manager, monitor the project completing reporting requirements and facilitate the preparation of relevant project reports. Ensure the drafted project report is of high quality and evidences the project achievements and challenges for review by the Program Manager.
- ✓ Be representative for Hagar Vietnam to organize and coordinate meeting with relevant stakeholders.

#### Program Development

- ✓ Maintain an updated understanding of recent developments relating to gender-based violence, modern slavery, and human trafficking in Vietnam.
- ✓ Provide support to the Program Manager and Executive Director to position Hagar Vietnam for future funding opportunities.
- ✓ Provide technical input about gender-based violence, modern slavery, and human trafficking during potential proposal development.

#### Staff Management

- ✓ Line manages the Project Assistant, making sure they have a clear understanding of their role and responsibilities and there is synergy among members of the team.
- ✓ Ensure TIC inputs are high-quality and aligned to Hagar’s minimum standards.
- ✓ In coordination with rest of Hagar team members, contribute to identify key partner staff for projects, promoting the quality of services
- ✓ Work together with the Project Assistant(s) to identify clear performance objectives and capacity building plan. Support and motivate staff to achieve their performance objectives and with support from Human Resource team undertake periodic performance review.
- ✓ When needed, coach or mentor the Project Assistant(s) to implement project activities and facilitate their technical capacity building.

### **Financial Management**

- ✓ Act as Budget Holder for the designated project. Provide support to Finance team in preparing budget plan and monthly forecast according to approved annual budget for both Hagar managed budget and sub-grants in coordination with Program Manager, other functional staff and implementing partners.
- ✓ Provide support to Finance team in sub-grant budget management - in preparing the sub-grant to partners based on the agreed activities, releasing the sub-grant, monitoring the sub-grant and in submitting sub-grant finance report.
- ✓ Work closely with Program and Finance Managers in monitoring the project budget. On a regular basis, review the project expenses, ensure all expenses are put in appropriate budget code and analyse any underspent or overspent.
- ✓ Determine any issues related to project budget and determine solutions in coordination with Program and Finance Manager and Country Director.
- ✓ Ensure that Hagar finance and procurement policies and procedures are strictly followed by project staff and implementing partners. Report to Program Manager and Finance Manager any suspected violation of Hagar finance and procurement policies and procedure – immediately you become aware.
- ✓ Support Program Manager and Finance Manager to determine an investigation.
- ✓ Facilitate the delivery of direct finance and procurement management support to implementing partners by the finance team by integrating finance and procurement orientation during kick-off meeting with partners, organizing a regular finance visit and if needed organizing a finance and procurement training to partners during project implementation.

### **Representation, Partnership and Networking**

- ✓ In consultation with Program Manager, establish and maintain strong relationships with local implementing partners such as government agencies for successful project implementation and ensure that government laws, policies and procedures are complied during project implementation (e.g. MoU, project approval from local authority).
- ✓ Represent Hagar in relevant seminar and workshops when requested.

### **5. Work Environment:**

- This position is based in Hanoi, Vietnam.
- Travel to all sub-national levels (village, commune, district, provincial capital) is required.
- All travel will be at the request and approval of the Program Manager and aligned to Hagar Vietnam's approved cost norms.

### **6. Position Requirement:**

<b>6. Position Requirement:</b>		<b>Required Or Preferred</b>
<b>Education</b>	<ul style="list-style-type: none"><li>• Bachelor's degree in social work, Social Sciences, Development or related fields.</li></ul>	Required

<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• At least 3 years work experience either in a human trafficking, modern slavery and gender-based violence project funded by international donors</li> <li>• Experience in the implementation and monitoring of project relating to economic empowerment for vulnerable subjects (micro loan, business funding/grant) will be an advantage.</li> <li>• Demonstrated capacity in project planning, implementation and management covering the preparation of annual work plans, budgeting and procurement.</li> <li>• Experience working with government counterparts and the community with proven results.</li> <li>• Solid understanding of the Vietnamese government system at provincial, district and commune levels.</li> <li>• Strong leadership skills, good communication skills and teamwork, analytical skills and problem solving.</li> <li>• Good diplomatic skills and proven ability to work effectively with government officials, partners, donors and stakeholders.</li> <li>• Ability to work as a team member and independently with minimal supervision.</li> <li>• Proficiency with Microsoft word/Excel and other relevant software.</li> <li>• Fluent in English: speaking, reading, writing, and listening.</li> </ul>	<p style="text-align: center;">Required</p>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Alignment with Hagar’s vision and mission.</li> <li>• Alignment with Hagar’s values: Respect. Integrity. Compassion. Excellence.</li> <li>• A hand- on, can-do attitude</li> <li>• Possess humility, kindness, and a passion for life-long learning</li> <li>• Willingness to always abide by Hagar’s regulations and policies at all times.</li> <li>• Commitment to the highest minimum standards of child protection and safeguarding.</li> </ul>	<p style="text-align: center;">Required</p>

<b>7. Core Competencies:</b>	
<b>Accountability:</b>	We take responsibility for using our resources efficiently, monitoring progress and for being accountable to survivors, supporters, and partners.
<b>Collaboration:</b>	We build strong relationships that inspire trust, respect and effective communication.
<b>Creativity:</b>	We embrace innovation, change and new approaches to ensure continuous improvement.
<b>Learning:</b>	We pursue excellence by encouraging reflection, learning and professional development.
<b>Quality:</b>	We aspire to high goals and strive for the highest quality outcomes and services.

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