

## POSITION DESCRIPTION

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<b>Position Title:</b>	Program Quality Coordinator
<b>Department:</b>	Programs
<b>Location:</b>	Vientiane Municipality, Lao PDR
<b>Reports to:</b>	Program Manager
<b>Employment Status:</b>	Full-Time

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### **ORGANISATIONAL CONTEXT**

ChildFund Australia is an international development agency that works in partnership with children and their communities to create lasting and meaningful change by supporting long-term community development and promoting children's rights.

ChildFund Australia directly implements child-focused development programs in Viet Nam, Papua New Guinea (PNG), Cambodia, Laos, and Myanmar, and works in conjunction with the ChildFund Alliance global partnership to deliver programs in countries throughout Asia, Africa and the Americas.

ChildFund Australia's goals are to deliver quality development programs that are respectful, responsive and effective in eliminating or reducing poverty for children, their families and communities.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists more than 15 million children in 55 countries. ChildFund Australia is a registered charity and is fully accredited by the Department of Foreign Affairs and Trade (DFAT).

ChildFund Laos, the representative office of ChildFund Australia, is working to bring community-led, sustainable change in the areas of education, healthcare, water and sanitation, child and youth participation, and livelihoods. ChildFund Laos also recently began work in Vientiane, the capital, in response to the increasing risks facing children in urban areas.

### **JOB PURPOSE AND REPORTING STRUCTURE**

The PQC reports to the Program Manager.

The PQC has no management responsibilities.

The PQC works closely with the Provincial Area Managers, the Education Specialist, Team Leaders and Project Technical Officers. In addition, the PQC will be expected to work closely with other specialists moving forward.

The PQC also liaises with the Finance Manager and the Development Effectiveness and Global Supporter Manager in Vientiane.

### **POSITION SUMMARY**

The Program Quality Coordinator (PQC) is responsible for all quality programming aspects for ChildFund Laos' programs. A critical component of the role will be to ensure high quality and consistency across programs; this includes hand-on support for quality in design, implementation and monitoring of projects under all programs.

The role requires a full-time committed and highly motivated person, who is prepared to provide support and leadership during a time of growth to program staff. The successful postholder will have a sound

understanding of how to improve quality across programming, design, capacity building, monitoring and documentation for ChildFund Laos.

### **KEY AREAS OF RESPONSIBILITY**

This post holds the following responsibilities:

#### *Program Design and Development*

- To provide inputs into the overall design of ChildFund Laos' program with a focus on quality.
- To assist the Program Manager to develop guidelines targeting the most vulnerable and poorest groups.
- To provide input to the Program Manager to develop concept papers, project proposals and program outlines, feeding to program expansion, and to support project proposal development processes.
- To work closely with Program Manager to support Provincial Area Managers and Program Team Leaders with project design.
- To assist in the development of systems leading to stronger program development and coordination.
- To review program methodologies and approaches and to provide inputs for Team Leaders to roll out the utilisation of such tools/methodologies.
- To understand the program policy plan of action and ensure it is incorporated in the overall design, implementation and monitoring plans.
- To work closely with local associations that partner with ChildFund and support their improvements in overall quality around program design.
- To provide technical support to Team Leaders and Provincial Area Managers in the first phases of project implementation, including reviews and inputs on project inception reports.
- To develop simple, realistic and relevant strategic monitoring guidelines and tools with Team Leaders and program staff specifically to monitor program contribution in relation to ChildFund outcome indicators.
- To work closely with Provincial Area Managers and technical staff to ensure they have good understanding of performance indicators.
- To foster a learning environment among program teams, which will ensure learning is shared and incorporated across programs.

#### *Program Support, Monitoring and Evaluation*

- To conduct field monitoring on a regular basis and input feedback on implementation of methodologies and designs of particular project activities.
- To support Provincial Area Managers and Team Leaders to set-up project level monitoring, including the provision of on-going follow-up and adjustment upon implementation.
- To establish a mechanism to ensure monitoring, reviews and feedback is shared and followed up accordingly.
- To work closely with the Policy Intern on the monitoring of cross-cutting issues at the project level.
- To ensure that ChildFund's understanding of DEV framework is incorporated into all aspects of ChildFund's operations.
- To document lessons learned and models of good practice and disseminate them on strategic topics and innovative approaches including working with government partners.
- To ensure that all program and project reviews and evaluations analyse successes and failures in targeting and meeting the needs of the poorest and/or most vulnerable.
- To support the Program Manager to explore opportunities to incorporate power, voice and agency, and rights-based concepts into program development over the long-term.

### *Capacity Building and Technical Support*

- To identify capacity building needs of ChildFund Laos staff in areas of programming quality.
- To provide and facilitate capacity building and promotion of learning for staff and partners.
- To identify how program activities, particularly methodologies and approaches, can effectively address the needs of vulnerable children (including those with disabilities), girls and ethnic community children.
- To promote capacity building through facilitating appropriate exchanges and identifying training opportunities in conjunction with the Human Resources and Administration Manager.
- To provide input to the Program Manager to develop related program outlines feeding to program expansion and to support project proposal development.
- To assist the Program Manager in coordinating Program Technical Meetings.
- To work closely with Program Manager and Sector Managers in overall design, planning and facilitation of the annual program meeting.
- To participate and support Implementation Management Committee meetings as required under MoUs.

### *Development, Effectiveness and Learning*

- To work closely with Development Effectiveness and Learning Manager (DELM) to ensure program staff understand ChildFund's monitoring and evaluation and development effectiveness frameworks and requirements.
- To work closely with the DELM in ensuring the consistency and accuracy of outputs submitted to the Sydney Office.
- To work with the DELM to provide input on the designs of the database for project and program level monitoring.
- To work closely with DELM to foster a learning environment among program teams, which will ensure that learning from projects is shared throughout the organisation and beyond and that learning from elsewhere is incorporated into programs.

### *Gifts for Good (G4G) and Global Community Support*

- To work closely with program staff to ensure that methodologies and approaches for G4G and Global Community are appropriate and contribute to long-term positive changes for vulnerable groups.
- To work closely with the Development Effectiveness and Community Supporter Manager to provide input for relevant guidelines and design for G4G and Global Community implementation across programs.

### *Project Reporting and Administration*

- To support in the review of reports for headquarters, donors and government staff (quarterly reports, end of year reports, performance reports and others as necessary)
- To prepare monthly reports to the Program Manager.
- To arrange and conduct monthly project staff and counterpart meetings.

### *Relationship Building and Representation*

- To maintain contact with other development stakeholders (including Government) and to develop mutually beneficial relationships that contribute to ChildFund's aims.
- To liaise with other NGOs, Government agencies and stakeholders to improve programming quality.
- To participate in external workshops, working groups and other meetings relevant to ChildFund's activities.
- To represent ChildFund on a daily basis at national levels.

## **REQUIRED COMPETENCIES/EXPERIENCE/QUALIFICATIONS**

### **Core Competencies**

- Commitment to ChildFund Australia's values, vision and mission;
- Teamwork;
- Communication;
- Accountability and integrity; and
- Adaptability and flexibility.

### **Functional/Technical Competencies**

- A demonstrated understanding of development projects;
- Background in program management

### **Essential**

- Relevant qualification/s and at least 5 years relevant experience in the development sector, with 2 years in a senior managerial position.
- Excellent understanding of monitoring and evaluation tools.
- Excellent understanding of, and a strong commitment to, addressing the needs of the poorest.
- Excellent analytical skills and able to identify and surface difficult issues constructively.
- Innovative and adaptive.
- Experience working in rural areas and demonstrated skills in working with government partners, as well as skills working with children.
- Intermediate IT skills and familiarity with MS Office, MS Windows and internet applications (including email).
- Strong, demonstrable teamwork and conflict resolution skills.
- Excellent interpersonal communication skills with an ability to relate to people from a range of backgrounds in a relevant and effective manner.
- Strong facilitation skills and experience of working in rural communities.
- Strong written skills and experience producing high quality project reports in English and Lao.
- Experience of participatory community development methodologies.
- Experience of working with children and youth.
- Mature, dynamic, hardworking and able to manage multiple priorities.
- A demonstrated interest/understanding of relevant sectors in the Lao PDR.
- Willing and able to undertake work-related travel in Nonghet and beyond.
- Flexibility and willing to support the overall goals of ChildFund Australia in the Lao PDR.
- Ability to work and play with children and young people.
- Lively, out-going personality.
- Fluency in Lao and English.

### **Desirable**

- Relevant ethnic community language skills.
- A demonstrated understanding of rights-based approaches to development.

## **WORKING CONDITIONS AND OTHER ESSENTIAL REQUIREMENTS**

This is a Vientiane-based, full-time position, with regular travel to project areas. Standard office hours run from 0800 – 1630, however, some work outside these hours may be required. Travel to field offices will be required along with the possibility of international travel.

The successful candidate will be offered a standard three-year contract and the post-holder's salary will be set according to experience and qualifications, in accordance with ChildFund's salary scale.

ChildFund Laos can offer an excellent package to the right candidate with excellent opportunities for professional development and a strong benefits package including employee health insurance. The salary range for this post is be set according to ChildFund Laos' salary scale based on experience and qualifications. ChildFund Laos is an equal opportunities employer.

#### **APPLICATION INFORMATION**

Applications can be made by email to [hr@childfund.org.la](mailto:hr@childfund.org.la); all other applications will be rejected. In addition, ChildFund will ONLY accept applications that include a CV and a cover letter that address the criteria above.

ChildFund Laos will not return any applications and does not require interested candidates to submit copies of certificates, ID cards or any other information.

ChildFund Laos is an equal opportunities employer and has a strict child protection policy and background checks will be undertaken prior to any offer of employment. All candidates should submit two professional referees including their current or most recent employer.

APPLICATIONS SHOULD ONLY CONTAIN A CURRENT CV AND A COVER LETTER IN ENGLISH ADDRESSING THE CRITERIA OUTLINED FOR THE POST.

Please send all applications to [hr@childfund.org.la](mailto:hr@childfund.org.la)

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