



## Country Director, Vietnam

**CLOSE DATE: 11.59pm, Thursday 24 September 2015**

Please note, only Vietnamese citizens are eligible to apply for this position.

# Position Description

## *Country Director, Vietnam*

<b>Country Office:</b>	Vietnam
<b>Location:</b>	Hanoi
<b>Position reports to:</b>	Principal Executive, International Operations
<b>Position Type:</b>	Fixed term, 3 years

## About CARE Australia

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CARE is an international humanitarian aid organisation fighting global poverty, with a special focus on working with women and girls to bring lasting change to their communities. As a non-religious and non-political organisation, CARE works with communities to help overcome poverty by supporting development projects and providing emergency relief. We know that supporting women and girls is one of the most effective ways to create sustainable outcomes in poor communities. We depend on support from the Australian public to carry out our work.

CARE Australia is a member of the **CARE International confederation**. We strive for a world of hope, tolerance and social justice, where poverty has been overcome and people live in dignity and security.

For over 27 years, CARE Australia has earned an international reputation for our ability to respond quickly to emergency situations in countries as diverse as Haiti, Pakistan and East Africa. We are also renowned for our innovative, sustainable and effective long-term development projects. All our projects are designed to equip the people we support with skills and resources so they can take charge of their lives and work towards a better future.

CARE Australia is directly responsible for program design, implementation, monitoring and evaluation, as well as management and contractual control of all projects. As a consequence, we have a high degree of accountability and transparency. CARE Australia is committed to protecting the rights of children in all areas we work around the world.

## About the Country Office

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CARE Vietnam's Program Strategy is explicitly oriented around supporting impacts for particularly vulnerable and marginalised groups in Vietnam. CARE Vietnam recognises that the key to achieving equitable development outcomes lies in shifting deeply rooted, structural underlying causes of poverty which contribute to exclusion and vulnerability of particular groups in society. CARE Vietnam's Strategy identifies the empowerment of women as a key pathway to equity; linked to two long-term programs with Remote Ethnic Minorities and Socially Marginalised People. CARE has

worked in Vietnam since 1989 and has been working in many of the country's 62 provinces, providing long-term development programs and emergency relief and rehabilitation assistance. CARE's work in Vietnam focuses on water and sanitation, HIV/AIDS, sexual and reproductive health, community development, sustainable natural resource management, climate change and emergency preparedness and response.

## About the Role

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Within the specific delegations and policies of CARE Australia, the Country Director is responsible and accountable to the PE IO for the overall planning and management of CARE International's development and humanitarian program and Country Office activities in Vietnam. Working as a member of CARE Australia's management team, the Country Director will ensure that CARE Australia corporate policies and strategic priorities are implemented in CARE Vietnam as well as ensure that all legal requirements and agreements for program operation are in place. The responsibilities outlined below will be realised in accordance with CARE Australia's values.

## Key Responsibilities

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### Leadership

As Country Director of CARE International in Vietnam:

- Promote the Vision, Mission and Principles of CARE International and ensure consistency with provisions of the CARE International Code in CARE's operations in Vietnam
- Represent the interests of all CARE International Members engaged in Vietnam
- Represent CARE International as required with the Government of Vietnam and in donor and sector meetings

As a member of CARE Australia's management group:

- Contribute to the development, promulgation and implementation of CARE Australia's strategic and corporate policies and practices
- Identify and manage key corporate risks in relation to CARE Vietnam's operations
- Monitor and report to CARE Australia SMT and Board on the effectiveness and impacts of CARE Vietnam's activities

### Management of CARE Vietnam's Operations

#### Program

Responsible for the effective management of CARE Vietnam's overall program portfolio the Country Director will ensure:

- CARE Vietnam has an Annual Operating Plan which clearly sets out how CARE will fulfil its mandate to empower women and girls and support poor and marginalized communities in Vietnam through the approved long-term programs with Ethnic Minority Women and Socially Marginalised People. CARE Vietnam's programs and projects meet the objectives of this plan and the Country Office is able to demonstrate the impact of this work through

regular reporting.

- CARE Maintains strong cooperation with the AusAID, the EU, other major donors and multilateral organisations on programs of mutual interest in Vietnam
- That there is an ongoing pipeline of new program opportunities within the framework of CARE Vietnam strategic plans and policies.
- The CARE Office maintains a high level of readiness to respond to humanitarian emergencies. Develop and manage CARE's disaster preparedness and response capacity consistent with CARE Australia and CARE International guidelines.
- Within the framework of CARE Australia and CARE International policies, CARE Vietnam pursues and develops new project opportunities including: networking activities, assessment of potential partners, securing project funding, project development and design, negotiation of agreements, identification and sourcing of technical assistance, project management, monitoring, reporting and evaluation of all projects.

### **Human Resources**

Responsible for the overall performance and management of CARE Vietnam's workforce the Country Director will ensure:

- All personnel working in CARE Vietnam are managed in accordance with the relevant CARE Australia or national staff HR policies and practices
- All personnel management systems, policies and practices are documented including but not limited to staff orientation and induction, safety and security, work plans and performance appraisal, managing poor performance and misconduct; and adhered to by staff
- That systems are in place to improve the capacity of national staff
- That all international staff undertake skills transfer to the national staff they supervise as a key element of their assignment.

### **Finance**

- Ensure all CARE assets and the financial resources of CARE Vietnam are managed effectively.
- Maintain accountability to CARE Australia, other CARE International Members and Project Sponsors which provide those resources.
- Maintain complete and accurate financial records and set high standards of honesty and integrity.
- Ensure the timely preparation and monitoring of the annual Country Office budget approved by CARE Australia.
- Ensure that CARE Vietnam policies, systems and practices comply with established CARE administrative policies and procedures in such areas as procurement, vehicle fleet management, purchase and maintenance of office and project equipment.
- Ensure compliance with all legal, contractual and statutory requirements.

### **Fundraising**

- Seek and secure funding and financing of projects through the maintenance of strong relationships with AusAID, the EU, other major donors and multilateral organisations, through the preparation of project proposals, and through timely reporting on existing projects.
- Support fundraising by CARE Australia and other CARE International Members by providing timely information, concepts and assisting with or undertaking project design

work.

### **Safety and Security**

The Country Director has primary responsibility for the safety and security of all CARE staff in-country and to safeguard all organisational assets and operations. The Country Director will:

- Promote a safe and secure work environment, foster a safety and security culture and ensure consistent application of and compliance with CARE Australia and CARE International safety and security policies and procedures.
- Consult with CARE Australia and Project Sponsors as required in the event of any major safety or security-related matter.

### **Communication, information and public relations**

- Liaise with the International Program Department of CARE Australia, the Senior Management Team of CARE Australia, and other relevant staff in CARE Australia concerning the work of CARE Vietnam.
- Represent CARE in relations with national and international bodies, and where necessary, provide information for the Fundraising and Communication Department. Seek opportunities for publicising CARE Vietnam's work.

### **Representation**

- Maintain and enhance CARE's presence and to represent CARE's interests in Vietnam by building relationships with the Government of Vietnam, donors, INGOs, NGOs, project partners and all other external parties.

## **Selection Criteria**

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Please provide a short statement against the following criteria:

- Senior operational management experience in international aid demonstrating the capacity to manage budgets, staff and programs, preferably with an international NGO.
- Proven capacity to develop external relationships to further the goals of CARE International and to secure program funding.
- Demonstrated knowledge and experience in project design and proposal preparation, program and project management and of current best practice development approaches, tools and methodologies.
- Excellent human relations, organising, planning, team building and leadership skills.
- Advanced written and verbal English language skills.
- Tertiary qualifications or equivalent experience in overseas aid.
- Demonstrated cultural sensitivity and gender awareness.

## CARE Australia Terms and Conditions

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**Please note, only Vietnamese citizens are eligible to apply for this position.**

**Employment Type:** Fixed Term  
**Position Title:** Country Director, Vietnam  
**Location:** Hanoi  
**Duration:** 3 years

**Annual Remuneration Package:**

Base Salary	USD \$83,860
9.5% Superannuation or cash in lieu	USD \$7,967
<b>Total Package</b>	<b>USD \$91,827</b>

*Please note, there are no additional salary or benefit payments on top of this total remuneration package. Obligations of personal income tax, social welfare payments and other requirements of the Government of Vietnam will be met from this total remuneration package.*

**Annual Leave**

The Employee is entitled to 20 working days annual leave (in addition to 12 public holidays) for each year of service.

**Personal Leave**

The Employee will be entitled to 15 days personal leave per annum pro rata.

**Medical Insurance**

The employee will be covered by CARE Vietnam's medical insurance policy.

## How to apply and additional information

### To apply:

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To apply for a job with CARE Australia, please review the Candidate Information Pack and complete the online application form linked to the relevant vacancy on our careers page (<http://www.care.org.au/careers>). Please ensure you attach your response to the Selection Criteria, CV and cover letter at the bottom of our application form before clicking 'Apply Now'. Once you have submitted your application you will receive an automatic confirmation of receipt.

**Please note, only Vietnamese citizens are eligible to apply for this position.**

**Applications close:** 12.59pm, Thursday 24 September 2015

**Before submitting your application, please ensure you can answer 'yes' to the following:**

1. Have you thoroughly reviewed the candidate information pack, including the terms and conditions for the role?
2. Have you completed the online application form?
3. Have you uploaded your CV?
4. Have you addressed the Selection Criteria and uploaded your response?
5. Is your application succinct and informative?

### Questions about the role?

Please contact Katherine Govey, Recruitment Advisor on +61 2 6279 0228 or [katherine.govey@care.org.au](mailto:katherine.govey@care.org.au) (please do not email applications to this address).

### Child protection

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CARE Australia is committed to protecting the rights of children in all areas we work around the world. Applicants are advised that CARE Australia reserves the right to conduct police checks and other screening procedures to ensure a child-safe environment. For more details, please read our [Child Protection Policy and Code of Conduct](#).

### Gender, diversity and inclusion

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A commitment to having a gender and diversity focus is essential to CARE pursuing its mandate. CARE Australia respects and values diversity, and does not discriminate on the basis of race, gender, ethnicity, age, religion or politics. This is reflected in our selection decisions which are made entirely through a merit selection process.

## The recruitment process and expected timeframes

CARE Australia appreciates the time and effort taken to apply for a position with us. We are committed to ensuring all recruitment processes are fair, efficient and transparent and we are committed to equal opportunity and diversity in the workplace. Below is some information on how our recruitment processes generally work and expected timeframes:

- All vacant positions are advertised on our website;
- Unless otherwise stated, roles are advertised for a minimum of 2 weeks;
- We aim to complete the short-listing process within 2-4 weeks following the close date of applications;
- Selection committee interviews are held for a select number of candidates either face-to-face or via the telephone, ideally within a month following application close date;
- Additional background checks may be required prior to interview such as Working with Children, Criminal History, Right to Work and Working Visas;
- Referee checking of the preferred candidates happens in the week following interviews. Referees will not be contacted without prior permission; and
- An Offer of Employment will ideally be made within 3 weeks of interviews.

If you have any requirements that need to be considered as part of this application process, e.g. interpreter, disability, longer time allocation for interview, etc, please do not hesitate to let us know.



## Tips on how to prepare your application

Your application is the first step towards a rewarding career with CARE Australia and our first impression of you. Therefore, it is important that you give yourself the strongest opportunity to succeed right from the beginning. Our tips on applying for jobs is a helpful guide to writing your application, including responding to the selection criteria.

To improve your chances of selection we recommended that you:

- Thoroughly research CARE Australia, including our organisational goals, values, mission and vision;
- Carefully read the Position Description and ensure you understand the role you are applying for and that it is suited to your skills, experience and qualifications;
- Carefully read the Terms and Conditions and check whether you are eligible to apply, and that the salary and entitlements match your expectations; and
- If you wish to discuss the position, the selection process and the work environment, please phone the contact officer outlined in the candidate information pack.

To ensure your application is submitted correctly, please follow the online directions, complete all the necessary fields and provide all the relevant information. The steps are as follows:

1. Prepare your CV which clearly outlines your qualifications, contact details, career history, including your responsibilities and achievements in each of your roles, and any other relevant information.
2. Respond to the Selection Criteria which assists the Selection Committee to assess your suitability for the position. We recommend approximately half a page responses to each criteria.
3. An 'Apply Now' button can be found at the bottom of each vacancy announcement. This will take you to our online application form to complete.
4. Once you have completed the online cover form you will be prompted to upload your CV, response to the Selection Criteria and cover letter to finalise your application before clicking 'Apply Now'. Once you have submitted your application you will receive an automatic confirmation of receipt.

To ensure an informed assessment of your suitability and claims for the position is conducted it is recommended that you complete all parts in the application process.

## Tips on how to prepare a CV

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Your CV is one of the most useful tools in demonstrating your suitability for a role. When preparing your CV it is important to remember the following:

- Keep it simple and succinct, we recommend approximately 2-4 pages;
- List your relevant work experience in chronological order, starting from your current or most recent role;
- Do not just outline each position and employer, be sure to include your responsibilities and achievements whilst in each position;
- Ensure relevant personal information is provided such as your name, contact number, address and email address as well as any period where you might be un-contactable;
- List your qualifications, the institute in which you received them and the year;
- Outline at least 2 professional referees, their current role, contact details and their relationship with you. Friends, colleagues and associates are not suitable as referees.;
- Explain any gaps in your career (travel, having a family etc);
- Outline any relevant volunteering opportunities;
- Do not use abbreviations, slang or jargon; and
- There is no need to insert pictures or graphics, or attach any certificates or referee reports.

## Tips on how to respond to selection criteria

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It is important to not only rely on your CV when submitting an application. When addressing the selection criteria it is important to:

- Provide a clear and succinct statement against each selection criteria. We recommend approximately half a page for each criterion;
- Ensure you clearly understand what is meant by each criterion before preparing your response;
- Briefly outline how your skills, experience, qualities and knowledge enable you to meet the criteria and perform highly in the role, include an overview of your relevant experience, responsibilities, achievements and examples to demonstrate your suitability for the position. Your resume is a good place to look first at determining your relevant skills, experience and achievements;
- Use relevant and specific examples to support your claims, and clearly outline what your role was in the example;
- When structuring your responses you may consider utilising is the STAR model – that is:
  - **Situation** – provide a brief outline of the situation or setting
  - **Task** – outline what you did
  - **Approach or action** – outline how you did it
  - **Result** – describe the outcomes
- Be honest and factual; and
- Edit, proof and re-read several times to ensure there are no errors and that you have answered all aspects of the criterion.

## Why work for us?

CARE Australia is one of Australia's largest international aid and development agencies. By working for CARE Australia, you will make a direct contribution to the ongoing fight to address global poverty. As an organisation that pursues best practice in the work we do, we seek to support our staff through offering a comprehensive package of salary and benefits to complement and enhance your work with us.

Here is a brief list of some of the benefits available to CARE Australia staff. Note that outside of Australia, some benefits may vary from country to country to take into account local needs and differences.

### Workplace diversity and flexibility

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As part of our business commitment to Gender Equity and Diversity, we recognise that our staff may need flexibility to manage their life outside of the office.

### Performance management

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Our performance management framework helps you work closely with your manager to plan, manage, review and give feedback about your performance throughout the year, leading to a salary review based on your continuous improvement. Team work is part of our culture and we provide training to our staff and managers in communication and decision making skills to ensure we remain engaged with the work we do.

### Leave entitlements

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CARE Australia employees have access to standard annual, personal leave and additional leave in recognition of long service. Employees also have paid Parental leave.

### Professional development

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Our employees are amongst the best in their fields, and if an opportunity exists to help you continue to build your professional skills and prepare for future aspirations, our Professional Development opportunities will help you do just that. Ongoing staff who have been with us for longer than 12 months have the chance to apply for our Study Support scheme – helping you with reimbursements towards gaining a formal tertiary qualification.

### Employee Assistance Program

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Our company-paid Employee Assistance Program provides support to our staff and their immediate family members through a free counselling service where any work or personal issues can be discussed confidentially.

Please note, this represents just a small selection of the benefits available to CARE Australia staff and does not constitute a legally binding document. Entitlements and other development opportunities are often subject to a qualifying period.

# Privacy Statement

Your privacy is important to CARE Australia (CARE). Please read this privacy policy carefully as it describes how we handle your personal information.

CARE is committed to protecting and securing the privacy and confidentiality of your personal information. If at any point you want to know more about our policy, or are worried about your own details, or have ideas on how we can improve our practices, do let us know via [jobs@care.org.au](mailto:jobs@care.org.au).

Importantly, CARE is bound by the Privacy Act 1998 (Cth) (the “**Privacy Act**”) and the privacy provisions of other applicable legislation. In particular, CARE must adhere to the *Australian Privacy Principles* (“**APPs**”) in relation to collecting, holding, using, disclosing, securing and allowing access to your personal information.

We may revise this privacy policy from time to time by publishing a revised version on our website. That revised version takes effect from the time it is published.

## Collection of personal information

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CARE collects and uses personal information about you in relation to your application for employment of volunteer/intern engagements with CARE.

Your information is collected from you at the time you complete your application for employment or volunteer/intern engagement through our recruitment system. From time to time we may obtain personal information from third parties such as referee reports. When we do so, we will take reasonable steps to ensure that we make you aware of the collection of your information in accordance with Australian privacy law.

‘Personal information’ simply put is any information or opinion that can identify or be used to identify you.

During our recruitment process, CARE may conduct some or all of the following pre-employment screening checks:

- Confirmation of qualification/education levels;
- Confirmation of previous employment;
- Criminal history/background checks;
- Working with vulnerable children;
- Health check; and
- Reference checks.

## Why does CARE Australia collect this information?

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- To determine your suitability for employment or volunteer/intern engagement.
- So we can complete all necessary steps in preparing you for your employment or volunteer/intern engagement should you be successful.
- So we can contact you about your current application or future employment or volunteer/intern opportunity.

## Disclosure of personal information

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The information you provide us with will be disclosed to the CARE HR Branch and selection committee members directly involved with the recruitment process.

## How CARE stores your personal information

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Your information will be stored by our recruitment provider in the cloud on services located in Australia. We require this third party provider, through our agreements with them, to comply with our security guidelines and privacy laws.

## Access to personal information outside Australia

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We are an international organisation with internal information sharing between our country offices. This means that it is possible your personal information may be shared with our offices based outside Australia if selection committee members are based overseas.