

**Hagar International  
Job Announcement  
Head of Global Programmes**

- Dynamic expert in trauma informed care and recovery
- Globally competent, impactful and culturally sensitive leader
- Strong programmatic and people management skills

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.

We are an international non-government organisation that works with women and children who are suffering from the impact of trauma resulting from human trafficking, slavery and abuse. Hagar International delivers programmes in Cambodia, Vietnam, Singapore and Afghanistan, and has support offices around the world. Our largest programme office is in Cambodia, where this position will be based.

The Head of Global Programmes will lead on expanding the reach, quality and impact of our programmes globally. Reporting to the Hagar International Chief Executive Officer, you will sit on the Group Executive Team and play an active leadership role in a complex global organisation. You will set a strategic direction for the Global Programmes as well as play a role in informing and influencing the priorities of major donors. You will provide intellectual leadership, strategy development, planning and innovation across the countries in which Hagar International operates, and work with others to strengthen our capabilities.

You will be an expert in trauma informed care and recovery with a passion for making a difference in the lives of some of the world's most vulnerable women and children. The position requires a collaborative and impactful leader with a solid understanding of the current global trends in international development, trauma after-care, social change and experience developing and implementing programming and emergency responses globally. You will require strategic and change leadership; experience managing a complex, multicultural and geographically dispersed team; and have the ability to influence without imposing structural authority. In addition, you will have the personal presence, advocacy and influencing skills to inspire and engage with a wide range of stakeholders, with the proven ability to think and act strategically and mobilise support for Hagar's vision of communities free and healed from the trauma of human trafficking, slavery and abuse.

### **How To Apply**

Click [HERE](#) for the Job Description outlining the job responsibilities and the key selection criteria to be addressed in your application.

Please send your CV and a Cover Letter responding to the Key Selection Criteria with the subject: "Application: Head of Global Programmes" to [Geetha.yoga@hagarinternational.org](mailto:Geetha.yoga@hagarinternational.org)

We are looking to progress this appointment as a matter of urgency and will review applications as they are received, so please submit your application promptly.

If you have any questions, please contact Ms. Geetha Yoga in the first instance on +855 15 228 500 or at [Geetha.yoga@hagarinternational.org](mailto:Geetha.yoga@hagarinternational.org)

*Hagar International Foundation is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*

# HAGAR INTERNATIONAL

## POSITION DESCRIPTION

### 1. Position Summary:

<b>Job Title:</b>	<b>Head of Global Programmes</b>
<b>Reports To:</b>	<b>Chief Executive Officer, Hagar International</b>
<b>Position Location:</b>	<b>Phnom Penh, Cambodia Intermittent travel to Programme Offices as required</b>
<b>Position Duration:</b>	<b>On-going, minimum 2 year commitment</b>
<b>Position Type:</b>	<b>Expatriate</b>

The Head of Global Programmes will lead on expanding the reach, quality and impact of our programmes globally. Reporting to the Hagar International Chief Executive Officer, you will sit on the Group Executive Team and play an active leadership role in a complex global organisation. You will set a strategic direction for the Global Programmes as well as play a role in informing and influencing the priorities of major donors. You will provide intellectual leadership, strategy development, planning and innovation across the countries in which Hagar International operates, and work with others to strengthen our capabilities.

The Head of Global Programmes ensures consistently high standards in care and services while supporting practical matters related to operations, financial viability, and programme costs. You will supervise and work closely with the Country Directors, whilst mentoring programme leaders in each of our Programme Offices. The Head of Global Programmes regularly interacts with Hagar International's partners and plays a key role in the development of global programmes.

You will be an expert in trauma informed care and recovery with a passion for making a difference in the lives of some of the world's most vulnerable women and children. The position requires a collaborative and impactful leader with a solid understanding of the current global trends in international development, trauma after-care, social change and experience developing and implementing programming and emergency responses globally. You will require strategic and change leadership; experience managing a complex, multicultural and geographically dispersed team; and have the ability to influence without imposing structural authority. In addition, you will have the personal presence, advocacy and influencing skills to inspire and engage with a wide range of stakeholders, with the proven ability to think and act strategically and mobilise support for Hagar's vision of communities free and healed from the trauma of human trafficking, slavery and abuse.

### 2. Organisational Context:

Hagar is a Christian INGO, founded in 1994 in response to the prevalence of extreme domestic and community violence affecting women and children in post-civil war Cambodia. In 2008, Hagar began operations in Afghanistan to support women and children facing the worst forms of gender-based violence and human trafficking. The following year, Hagar established an office in Vietnam to care for women who were affected by the growing magnitude of exploitation and abuse. More recently, Hagar began delivering programmes for women through our support office in Singapore, and we are partnering with organisations in Myanmar to increase their capacity to provide Trauma-Informed Care.

With 25 years of experience, Hagar has transformed into an internationally renowned leader in recovery services for survivors of human trafficking, slavery and abuse.

#### **The Whole Journey**

At Hagar we are committed to the whole journey. The whole journey starts with a survivor, an individual who has experienced severe trauma as a result of slavery, trafficking, or abuse. From the moment that individual enters our care, we work with them to assess what their needs are, and offer a full range of intensive and individualised services. We rebuild trust and resilience.

We can provide a safe place to live, counselling, case management services, legal support, education, and safe, empowering jobs. We create opportunities to ensure that the individual is not simply surviving, but thriving. The whole journey encapsulates each step taken by a survivor toward healing.

Our goal is for each individual to be a champion for change in his or her own life and in the community.

### **3. Objectives:**

The objectives of the Head of Global Programmes include:

- Maintaining and building on the programme approach, quality assurance framework and programme policies and systems that have been developed in recent years;
- Leading strategic thinking regarding the nature, expansion and future direction of Hagar's programmes (approaches, principles, systems, practices, focus, countries of operation, etc.);
- Implementing the programme activities outlined in the Hagar International Strategic Plan 2015-2019 whilst providing thought leadership for future strategic planning beyond 2019;
- Strengthening case management and the trauma-informed care focus of our work;
- Managing and supporting Hagar's Country Directors;
- Raising the profile of Hagar nationally, regionally, and globally, particularly in regards to care and recovery services, emergency response, human rights, and trends in overseas assistance;
- Overseeing the work of the Global Programme Team;
- Actively engaging with Group Executive and our partners to develop a highly effective global programme and build integration with country-led programs and systems.

### **4. Key Position Responsibilities:**

#### **Strategic Leadership:**

- Provide leadership and overall coordination of the design, implementation, monitoring and evaluation of Hagar International's programmes and trauma services;
- Ensure that consideration of women and children's rights and well-being is dominant in all operational decisions;
- Lead the re-focusing of Hagar International programmes as outlined in the current and future Strategic Plans;
- Ensure that programme activity is consistent with Hagar International's established programme approach, principles, policies and values;
- Ensure that programme activity has strong focus on effectiveness and impact with continued implementation of PERML (Programme Evaluation Research Monitoring & Learning),
- Maintain or improve the efficiencies of established systems, processes and frameworks, and facilitate the provision of technical assistance that enables Hagar's Country Offices to deliver quality programmes;
- Manage and support the Country Directors on programme and managerial matters;
- Review operations and determine priorities for future programme work including making of recommendations to the CEO and Board regarding Hagar's programme approach, innovative strategies, technical focus, countries of operation, etc.

#### **Programme Management:**

- Engage with programme leaders across Hagar's global operations to develop the global programme, improve the sharing of resources and contribute to a shared philosophy;
- Manage, implement and continually improve systems and processes that monitor, support and add value to the programme activity across the organisation;
- Ensure that appropriate program accountability mechanisms are in place across the organisation and our partners.
- Identify and pursue major grant opportunities in conjunction with the Head of Communications Campaigns, Country Directors and other senior managers;
- Strengthen connections with key external stakeholders.
- Act as spokesperson for the organisation, as agreed with the CEO, on operational issues especially in relation to trauma-informed care, case management, client-centred care and educational campaigns.

**People Management:**

- Help foster a dynamic organisational culture and strong team cohesion amongst all Hagar International staff;
- Provide direct support, regular supervision and annual review of work performance for staff under direct report;
- Ensure regular opportunities for two-way feedback, professional development, coaching and mentoring;
- Ensure that human resource policies and practices are followed and that Hagar's Code of Conduct is adhered to.

**Financial and risk management:**

- Develop in conjunction with the Chief Financial Officer (CFO) an annual budget for Global Programme operations, supporting Country Directors in the preparation of their annual budgets;
- Monitor programme income and expenditure against budget throughout the year;
- Ensure that there is effective liaison with donors on administration of, and reporting on, grants;
- Implement risk management strategies that respond to current or anticipated risks in programme operations.

**Reporting and compliance:**

- Be accountable to the CEO in regard to all aspects of the role;
- Report on Programme activities to the Hagar International Board as required, including written report and attendance at quarterly Board meetings;
- Participate as a member of the Global Executive Leadership Team in developing integration of activities with other areas and contribute to the overall strategy, administration and management of the organisation;
- Ensure that reports are provided to donors as required.
- Maintain policies and procedures and regularly review policies and procedures (relevant to programme operations) to ensure compliance with external accreditation requirements, regulations, Codes of Conduct and other relevant guidelines.

**Reputation and key relationships:**

- Promote Hagar International as experts in trauma care and recovery;
- Foster and develop collaborative and productive relationships across the organisation and in particular with the COO, Board and Group Executive Team;
- Liaise with the COO, Board and Group Executive Team, providing advice and support as required, to ensure they are appropriately informed in their roles;
- Build and maintain effective working relationships with external stakeholders, including relevant agencies and authorities, and current and potential donors;
- Represent Hagar as an international organisation committed to providing quality, value-driven care and support to survivors of abuse and exploitation.

Any other duties as required

## 5. Key Selection Criteria:

### Essential:

- Tertiary qualifications in a relevant discipline, preferably at post-graduate level;
- Substantial experience in leading the design and implementation of programmes providing trauma aftercare for victims of slavery, trafficking and abuse;
- Significant experience working in a developing country as a country or regional director, or equivalent;
- Experience in the coordination or delivery of care and recovery response;
- Demonstrated commitment to women and children's rights and experience in client-centred development programmes;
- Current, in-depth knowledge of psychosocial issues, trends and practices related to trauma-informed care and case management;
- Substantial senior management or executive level experience in staff management and leadership;
- Demonstrated experience in grants application and management;
- Experience in negotiating with government, multi-lateral and non-government agencies; and international donors.
- Flexibility and the ability to lead change.
- Willingness to be based in Cambodia with the ability to travel internationally as required

### Desirable:

Technical specialisation in international development and women and children's rights programmes, education or child protection.

## 6. Core Competencies:

**Accountability:** We take responsibility for using our resources efficiently, monitoring progress and for being accountable to our clients, our supporters, and partners.

**Collaboration:** We build strong relationships that inspire trust, respect and effective communication.

**Creativity:** We embrace innovation, change and new approaches to ensure continuous improvement.

**Learning:** We pursue excellence by encouraging reflection, continuous learning and professional development.

**Quality:** We aspire to high goals and strive for the highest quality outcomes and services.

## 7. Values:

Hagar commits to four foundational values, which we seek to embed in our organisational culture and practice. The Head of Global Programmes is a key champion and advocate with responsibility for ensuring programme practices are reflective of 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, kindness and courage to be evident in our attitude, our communication and in active, practical ways.

**Excellence** We hold ourselves to high standards and believe that deeply listening to and learning from those we support, our partners and each other will expand our expertise and enable us to continuously find better ways to take the journey to wholeness.

## 8. Signatures:

**Chief Executive Officer:**

**Position Holder:**

Signature:

\_\_\_\_\_

\_\_\_\_\_

Date:

\_\_\_\_\_

\_\_\_\_\_