

HAGAR INTERNATIONAL

POSITION DESCRIPTION

1. Position Summary:

Job Title:	Global Programs Lead
Reports To:	Global Chief Executive Officer
Position Location:	Melbourne Australia (or an agreed location in Asia)
Position Duration:	2-year renewable

The Global Programs Lead will lead on expanding the reach, quality and impact of Hagar programs globally. Reporting to the Hagar International Global Chief Executive Officer (CEO) and participating in the Group Executive Team, you will play an active leadership role in a federated global non for profit organisation. You will set a strategic direction for Hagar's global programs, 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 Global Programs Lead will ensure 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 Program Office Executive Directors, and also mentoring senior leaders in each of our Program Offices. The Global Programs Lead regularly interacts with Hagar International's partners and plays a key role in the development of global programs.

You will be an expert in international development programming, 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 informed 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 programs for women through our support office in Singapore, and we are partnering with organizations in Myanmar and Solomon Islands to increase their capacity to provide trauma-informed care and trafficking services. With 28 years of experience, Hagar has transformed into an internationally recognized leader in trauma informed care services for survivors of human trafficking, slavery, and abuse. Hagar International has affiliated fundraising and advocacy offices located in Australia, Hong Kong, New Zealand, Singapore, UK and USA. These offices help to promote Hagar's trauma recovery work by raising awareness and funding to support programming in our Program Offices.

The Whole Journey

At Hagar International, 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 we offer a full range of intensive and individualized 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 thriving, not simply surviving. 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.

A Comprehensive Approach to Helping End Human Trafficking, Slavery and Abuse

Based on Hagar's depth of experience at an individual survivor level, under our current 2020-2022 Global Strategy, we are working to impact an even greater number of survivors and to help end human trafficking, slavery and abuse for good. As a result, Hagar is also focusing on: building capacity of other agencies in effective trauma informed care; working to prevent human trafficking, slavery and abuse in hot spot areas; empowering survivors to be catalysts of change; and influencing key government policy that will enable human trafficking, slavery and abuse to be ended for good.

A Comprehensive Approach to Helping End Human Trafficking, Slavery and Abuse

Based on Hagar's depth of experience at an individual survivor level, Hagar International has established four other Global Strategic Goal 2: PREVENT, Goal 3: PARTNER, Goal 4: EMPOWER and Goal 5: INFLUENCE. These goals enable Hagar International to scale-up the impact of its work, reaching an even greater number of survivors directly and indirectly.

Global Strategic Goal 2: PREVENT is Hagar's commitment to combatting human trafficking, slavery and abuse. We seek to strengthen community resilience and prevent vulnerable community members from experiencing violence and exploitation. Global Strategic Goal 3: PARTNER. Hagar is partnering with government, United Nations and like-minded agencies to build their knowledge and capacity to implement Hagar's Trauma-Informed Care case management and counselling approach in their own work. Global Strategic Goal 4: By facilitating survivors with opportunities to increase their voice and agency, Hagar is providing them with opportunities to demonstrate leadership at the community, national and international level. Strategic Goal 5: All of our experiences contribute towards our efforts to influence decision-makers at all levels.

By December 2022 Hagar International intends to reach at least 150,000 survivors, while building the capacity of other direct beneficiaries, and responding to the humanitarian needs of those living in target communities where Hagar works.

3. Objectives:

- Maintaining and building on the Hagar program approach, quality assurance framework and program policies and systems that have been developed in recent years;
- Leading strategic thinking regarding the nature, expansion and future direction of Hagar's programs (approaches, principles, systems, practices, focus, countries of operation, etc.);
- Overseeing the implementation of program activities in line with the Hagar International Strategic Plan 2020-2022 whilst providing thought leadership for future strategic planning beyond 2022;
- Strengthening case management and the trauma-informed care focus of our work;
- Line management and support of Hagar's Program Office Executive Directors;
- Raising the profile of Hagar nationally, regionally, and globally, particularly in regards to care and recovery services, prevention, empowerment, partnership and influence, as well as emergency response, human rights, and trends in overseas assistance;
- Overseeing the work of the Global Program team;
- Actively engaging with Group Executive and our partners to develop a highly effective global program 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 programs 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 programs as outlined in the current and future Strategic Plans;
- Ensure that program activity is consistent with Hagar International's established program approach, principles, policies and values;
- Ensure that program 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 program;
- Manage and support the Program Office Executive Directors on program and managerial matters;
- Review operations and determine priorities for future program work including making of recommendations to the Global CEO and Board regarding Hagar's program approach, innovative strategies, technical focus, countries of operation, etc.

Program Management:

- Engage with program leaders across Hagar's global operations to develop the global program, 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 program 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 Global Grants Lead and Global Communications Lead, Country Directors and other senior managers;
- Strengthen connections with key external stakeholders.
- Act as spokesperson for the organisation, as agreed with the Global CEO, on operational issues especially in relation to trauma-informed care, case management, client-centred care, and prevention, empowerment, partnership and influence.

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 Operating Officer (COO) and Senior Accountant (SA) an annual budget for global program operations, supporting Program Office Executive Directors in the preparation of their annual budgets;
- Monitor program 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 and keep relevant frameworks regularly updated, that respond to current or anticipated risks in program operations.

Reporting and Compliance:

- Be accountable to the Global CEO in regard to all aspects of the role;
- Report on program activities to the Hagar International Board as required, including written report and attendance at quarterly Board meetings as required;

- Participate as a member of the Global Executive leaders team in developing integration of program activities with other key aspects of the organization 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, as well as prevention, empowerment, partnership and influence;
- Foster and develop collaborative and productive relationships across the organisation and in particular with the Global COO, Board and Group Executive team and Program Office teams;
- Liaise with the Global 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;
- Significant experience working in a developing country as a country or regional director, or equivalent;
- Experience in the coordination or delivery of international development programs that focus on women and children, preferably with a focus on human trafficking, modern slavery and abuse / gender based violence.
- Demonstrated commitment to women and children's rights and experience in client-centred development programmes;
- Experience in leading the design and implementation of programs providing trauma aftercare for survivors of slavery, trafficking and abuse and prevention approaches;
- Understanding and experience in partnering with local in-country non governmental organizations.
- 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, multilateral and non-government agencies; and international donors.
- Flexibility and the ability to lead change.

5. 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 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.

6. **Signatures:**

Chief Executive Officer:

Position Holder:

Signature:



Date:

16 March 2022
