

HAGAR INTERNATIONAL

JOB DESCRIPTION

1. Position Summary

Job Title:	Country Director – Hagar Cambodia
Reports To:	Global Programs Lead
Position Location:	Phnom Penh, Cambodia

Position Summary: As a member of the Hagar International Group Executive team and reporting to Hagar International Programs Lead, the Country Director will lead the team, program, and operations of Hagar International in Cambodia. Within the framework of Hagar International's Strategic Plan, annual operating plan, approved budget, and Hagar's policies and other guidance provided, the Country Director will lead the development and implementation of high quality, innovative, well-targeted and focussed programmes in Cambodia to support and meet the needs of survivors of human trafficking, slavery and abuse in the country.

2. Organisational Context:

Hagar was established in 1994 in Cambodia to serve individual women and children who have survived severe exploitation and human rights abuses. In 2008 and 2009, Hagar expanded its unique model of long-term, individualized care to Afghanistan and Vietnam, and more recently we began to deliver services in Singapore, Myanmar and Solomon Islands. In each unique context, Hagar is committed to the whole person for the long-term. We believe that with the right supports and capabilities people can recover and take the lead in their own journey to wholeness.

To scale-up the impact of Hagar's work globally, Hagar conducts prevention activities to increase protection standards in target communities. We partner with like-minded agencies to build knowledge and commitment to scaling-up and replicating Hagar's trauma-informed care model. We seek to facilitate empowerment opportunities for survivors to become leaders in their own communities, nationally, and internationally. Our field-based experiences will inform our influencing activities to strengthen national policies and procedures.

Hagar commits to four foundational values, which we seek to embed in our organisational culture and practice:

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, communication and practice.

Our Mission: 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.

Excellence We pursue high standards, listening and learning from those we serve, enabling us to continuously improve the journey to wholeness.

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3. Key position responsibilities:

1. Program development
 - Oversee the delivery of existing services, and lead the development, implementation and evaluation of new quality services and programs that reflect Hagar International's values, goals and strategic objectives
 - Ensure programs promote safety and recovery through trauma-informed practice that supports the needs of survivors of abuse and exploitation
 - Regularly review the program portfolio, ensuring that resources are being used to deliver on Hagar's mission and focus
2. Planning and Reporting
 - In consultation with the Global Programs Lead and CEO, develop the strategic direction for the work of Hagar International in Cambodia, ensuring consistency with Hagar International goals, values and strategic objectives
 - Evaluate and report against strategic and operational plans
 - Ensure effective and consistent use of monitoring tools, CMS, indicator tracking
 - Identify implications for Hagar International arising out of national and local issues and activities
 - Provide timely advice to the GPL and CEO to anticipate and respond to change
 - Ensure timely and high-quality reporting to all donors, supporters, and Hagar entities
3. Leadership
 - Provide consistent, empowering, clear leadership to the Hagar Cambodia Senior Management Team, ensuring SMT decision-making is inclusive and collaborative
 - Support the entire Hagar Cambodia team, modelling a high-performance culture
 - Create an environment that promotes quality service delivery and a commitment to trauma-informed practice and safety
 - Develop, drive and build the teams capability and ensure accountability through appropriate performance management
 - Ensure the effective coordination of work across all programs
 - Ensure employees receive an effective induction and ongoing training to maintain a high level of Occupational Health and Safety awareness and consistency of practice
 - Ensure all required Codes of Conduct, Safeguarding, and Child protection policies are followed in Hagar Cambodia, incl all requisite training
 - Model a high standard of professionalism and integrity
4. Management
 - Ensure appropriate security policies and procedures are in place and are regularly monitored, and that all staff have received appropriate training and support
 - Develop annual budgets and closely monitor financial outcomes to ensure programme objectives are achieved within available resources, budgets are adhered to, and necessary changes to expenditure are made in a timely manner
 - Ensure performance and agreed income targets are achieved
 - Seek approval from HI GPL/CEO for appointments/terminations of Senior Management Team positions

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- Ensure compliance with Hagar International reporting requirements, policies and procedures, statutory regulations, contractual obligations and funding requirements

5. Relationships

- Foster and develop collaborative and productive relationships across the Organisation
- Build and maintain effective working relationships with external stakeholders, including relevant agencies and authorities, and current and potential donors
- Represent Hagar as an international organization committed to the provision of high quality, trauma informed and value-driven care and support to survivors of abuse and exploitation, and advocating for systemic change and strengthening of response to human rights abuses, in particular in relation to human trafficking, slavery and domestic violence

6. Resource Mobilization

- Lead the development of revenue generation strategies and activities, including developing tenders and proposals
- Lead activities to positively position Hagar Cambodia with donors, partners, Government, and other stakeholders
- Identify and oversee opportunities for supporters, volunteers, and interns to contribute towards Hagar's mission in Cambodia
- Strategically plan for the effective and efficient use of resources, to strengthen Hagar's impact
- Adhere to Hagar International's finance policies and budget guidelines
- Take responsibility for ensuring funding gaps in project and program planning are communicated, understood in advance, and measures are taken to rectify
- Participate in the development of innovative program design and documentation that positions Hagar for the timely submission of quality proposals to donors.

- **Any other duties as required**

4. Key selection criteria:

- Relevant tertiary qualifications and evidence of senior level experience in international development, social work, public policy or a related discipline
- Understanding of and commitment to Hagar International's objectives, values and priorities
- History of successful strategy development, delivery and execution that delivers service growth and improves performance outcomes
- A track record of driving, motivating and developing high functioning partnerships and outcome-focussed teams
- Demonstrated sound knowledge of the quality and policy frameworks underpinning the work of Hagar International
- Demonstrated sound knowledge of social policy and relevant regional and national issues
- Demonstrated high level organisational skills and the proven capacity to deliver on multiple and varied projects
- Proven engagement and relationship-building skills and the ability to represent the organisation effectively and professionally
- Evidence of strong consultation, communication and interpersonal skills, with a demonstrated capacity to work collaboratively with others, negotiate and exercise influence in a diverse range of contexts
- Demonstrated high level analytical problem-solving skills, the ability to assess options and identify and implement creative, innovative and flexible solutions
- Demonstrated experience of effective budget preparation, forecasting and management
- Demonstrated capacity to manage effective and efficient resource mobilization responsibilities.

5. 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.

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6. Signatures:

**Prepared by: Peter Baynard-Smith
Global Programs Lead**

Approved by: Andrew Cafford, CEO

Signed by: Position holder
