

JOB DESCRIPTION
(National Programme Manager - NPM)

Job Title	:	National Programme Manager (NPM) (1 post)
Work base	:	HelpAge International Office in Hanoi, Vietnam (HAIV) Around 30% traveling to the field
Contract timeframe	:	One year (with possible extension) 2-month probation (full salary)
Starting date	:	Aug, 2022
Reporting to	:	Country Director (CD)
Responsible for	:	Various HAIV's project teams
Salary scale	:	1,300 USD/month (full-time, gross) (Equivalent: 30.1 million VND per month)
Benefit	:	Provident Fund (10% of base salary) and Social, Health and Unemployment Insurances
Recruitment	:	This position is opened for Vietnamese nationals only
Application closing date	:	19 July 2022

Note: This job description is indicative of areas of work. However, given the nature of our work, some adaptations and flexibility are required. Thus, the job description (JD) will be modified from time to time, in consultation with the staff involved.

ALL APPLICANTS MUST HAVE THE EXISTING RIGHT TO WORK IN VIETNAM

1. HELPAGE INTERNATIONAL

HelpAge International is global network of organisations working towards a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. The HelpAge global network is made up of 158 members in 86 countries working to support older people and promote their rights, with programmes managed by hubs in London, Africa, Asia and the Middle East.

The world HelpAge wants to see is the one where every older person, everywhere can say:

- I enjoy the well-being
- I am treated with dignity
- My voice is heard.

HelpAge International's strategy 2020-2030 promises that by 2030, millions of the older people will enjoy a better quality of life, through improved wellbeing, dignity and voice. We believe that everyone should have the opportunity to live a long and healthy life, experience wellbeing and do what they value.

HelpAge International in Vietnam

HelpAge International in Vietnam (HAIV) – an INGO, the country office of HelpAge International – is a creative and dynamic organisation, working with partners in Vietnam including both government agencies, academies and mass organizations in the sectors of health and care, livelihood, life long learning, community development, community-based disaster risk management, among others, mainly through supporting the establishment and improvement of, and capacity building for Intergenerational Self-help Clubs (ISHCs) and policy influencing.

HAIV is looking for an experienced and qualified Vietnamese national to fill in the position of Program Manager to oversee and support HAIV's various project teams.

2. Job purpose: To support the CD and various project teams in Vietnam (around 3-4 teams) to strengthen the country programme, through effective programme planning, implementation, monitoring and evaluation, strategy development and networking.

3. Specific responsibilities/tasks:

- To lead, under the direction of the CD, the implementation of several HAIV projects, keeping the projects activities on schedule and on budget.
- To work closely with and provide technical support for Project Coordinators/Officers in project planning, implementation, monitoring & evaluation and management.
- To support the project teams in coordinating the project matters with local partners and government authorities.
- To monitor field activities regularly.
- To maintain clear project management processes, monitor project progress against milestones.
- To support the project teams in budget monitoring and management; Work closely with HAIV finance team for financial and contract management issues.
- To work with the project teams, communication officer and in consultation with HAIV's CD in term of development and publication of policy/advocacy briefs and other IEC and advocacy materials.
- To support Project Teams to ensure proper documentation of all project activities and lessons learned.
- To support the project teams in updating project activities and results through HAIV website and social media.
- To review and finalize project reports to submit to HAIV donors and other key stakeholders on time with high quality.

- To coordinate with various HAIV teams to develop high quality reports to HelpAge Global team and ensure timely submission.
- To provide the project team members with opportunities for professional development and evaluate their performance.
- To contribute to the development of new project proposals as assigned by the CD.
- To contribute to the development of HAIV strategic and annual plans in accordance with HelpAge International overall strategy.
- To be a team player and contribute actively to building and maintaining team spirit by respecting, encouraging and motivating the team to deliver a high quality programme.
- To develop and maintain good working relations with project teams, local partners and donors.
- To represent HAIV at meetings with national and local government, donors and other external bodies, both in Vietnam and other countries, as required.
- To document and report all difficulties and relevant information in a timely manner to the CD and Financial Manager (FM).
- Be acting CD on program issues, when CD is away, when assigned.
- Perform any other tasks and responsibilities allocated by the CD.

Safeguarding responsibilities

- Preventing harm and abuse from our people, operations and programmes, to anyone that encounters our work;
- Reporting all safeguarding incidents they see, hear, hear about or suspect, using our internal reporting mechanism;
- Complying with all safeguarding framework policies and practices;
- Completing mandatory training courses relating to our safeguarding policy framework and comply with HR vetting procedures.
- Reducing the risk of harm and abuse in the field;
- Involving communities in the design of programmes and complaint response mechanisms, be responsible for implementation and review;
- Attending specialist field training on safeguarding as required;
- Maintaining maps of support services for survivors;
- Receiving and responding to complainants/survivors and ensuring that no further harm is done, following a survivor-centred approach, using the principles of psychological first aid, and signposting to relevant local services as needed
- Reporting all safeguarding incidents they become aware of
- Reporting and responding to safeguarding incidents reported to them by anyone connected with our work, using our internal reporting mechanism.
- Supporting staff to embed safeguarding measures in their role
- Designing, implementing, managing and reviewing safe programming that assesses risk and implements mitigation measures to reduce the risk of harm and abuse to all people that encounter our work, whether from people, operations or programmes;

- Ensuring that communities and beneficiaries are consulted on the design of community response mechanisms and know how to report safeguarding concerns;
- Contributing to the work of Safeguarding Committees in embedding safeguarding in the working culture.
- Undertaking safeguarding investigations as required.
- Making downstream partners accountable for their safeguarding and ensuring training is completed and safeguarding incidents escalated to our Board
- Receiving internal and external safeguarding reports and supporting Directors managing the safeguarding investigations;
- Undertaking safeguarding investigations as required;
- External reporting to Charity Commission and information relevant Account Manager for donor reporting
- Leading on the policy, practice and training for staff and partners

4. Person Specification

Essential

- Vietnam national with university degree in relevant subject or equivalent in development work
- Experience in development work in Vietnam
- Substantial experience in managing a portfolio of multiple development projects, including works with mass organizations
- Demonstrable experience of project implementation, including planning, monitoring and evaluation systems and contract management
- Successful experience in financial management of development projects, budget development and budget monitoring
- Demonstrable experience of managing effective partnerships with local partner organizations and working in close collaboration with government agencies.
- Experience and knowledge of good practice in staff supervision and management.
- Experience of capacity building of government staff, community-based organizations and/or mass organizations.
- Demonstrable experience in influencing, negotiating, networking and communicating with a wide range of people and organizations, including government, at all levels.
- Demonstrable cultural awareness, diplomacy and sensitivity
- Highly skilled in training, facilitation, monitoring and reporting (E)
- High level of interpersonal, written, oral communication and presentation skills
- Ability to work independently, collaboratively or effectively as part of a team
- Organised with demonstrated ability to work under pressure and meet deadlines
- Excellent written and spoken English

- Advanced IT skills, including experience of Word, Excel, Access, PowerPoint
- A commitment to: working to our values, safeguarding, equal opportunities, respect and dignity, health and safety and data protection policies
- Ability to travel frequently, around 30% of the time, within Vietnam

Desirable

- Experience of working on health and care, livelihood, CBDRR, ageing and others related issues
- Understanding of aging and older people’s issues in a developmental context and experience of development work benefiting older people and/or other vulnerable groups
- Being awareness of age, gender and disability issues. Experience in inclusion of age, gender and disability issues in related works

Our Values

At HelpAge International we work hard to achieve our goals together as a team with a clear shared purpose. Everyone who works at HelpAge shares our values and are committed to behaviours that demonstrate and support them.

Our values inform how we work together:

- Inclusive** We respect people, value diversity and are committed to equality.
- Impact** We value and recognise the contribution of our staff and network members as we put older people at the centre of everything we do.
- Partners** We work alongside network members and others to increase reach, influence and impact. We are committed to a culture of collaboration and building positive relationships.
- Learning** We are passionate about learning, accountable and work together to find creative solutions

Equal Opportunities

HelpAge International is committed to creating an inclusive working environment, promoting and providing equal opportunities and respecting diversity in employment. We welcome applications from all suitably qualified individuals regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We encourage and facilitate a flexible working environment.

Safeguarding

Everyone has a role in creating and sustaining a safe and respectful working environment, where no one comes to any harm or is maltreated. At HelpAge we take our responsibilities very seriously and will take action against wrongdoing. We will do everything we can to ensure that we do not engage people that pose a safeguarding risk and will undertake criminal record checks as required.

5. How to apply:

Please submit your application document consists of:

- A covering letter outlining your suitability for the role that should not be more than 1 page of A4 size
- An updated curriculum vitae (CV), maximum 3 pages of A4 size
- Two referees, including your most recent employer

Please put the covering letter and CV in one file and send by email to recruitment@helpagevn.org and dathq@helpagevn.org by the closing date of 19 July 2022. Please clearly note which position you are applying in your email title.

HelpAge International is an equal opportunities employer.

With a view to minimising our administration costs we are unfortunately only able to contact again those candidates who have been shortlisted for interview.