



Country Director Cambodia

CLOSE DATE: 12:01 (AEDT), Monday 5 March 2018

Position Description

Country Director

Country Office:	Cambodia
Location:	Phnom Penh, Cambodia
Position reports to:	Principal Executive International Operations
Position Type:	Fixed Term – 3 years, Full time

About CARE Australia

CARE International (CI) is an 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 International 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 30 years, CARE Australia has been 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 has also earned an international reputation for our ability to respond quickly to emergency situations in areas as diverse as the Pacific, Middle East and East Africa.

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

CARE International Cambodia's Program Strategy is explicitly oriented around supporting impacts for particularly vulnerable and marginalised groups in Cambodia. CI Cambodia 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. CI Cambodia's Strategy identifies the empowerment of women as a key pathway to equity; linked to two long-term programs with Ethnic Minority Women and Vulnerable Urban Women. CARE International has worked in Cambodia since 1991 in long-term development programs and emergency relief and rehabilitation assistance. CI Cambodia is currently implementing 15 projects in 5 provinces and Phnom Penh. CI Cambodia's engagement focuses on dignified work, health, women's empowerment, prevention of gender-based violence, education, livelihoods, and disaster risk reduction.

About the Role

Reporting to the Principal Executive International Operations the CARE International Country Director provides effective leadership and management to CI Cambodia staff and other stakeholders to undertake CI Cambodia's role in addressing poverty and injustice and providing humanitarian assistance when needed consistent with CI's Vision, Mission and Focus.

The CI Country Director has overall responsibility and leadership to ensure the relevance, impact and cost-effectiveness of CI Cambodia. The CI Country Director represents CI in the country, guiding a relevant program strategy implementation, ensuring effective humanitarian capacity and timely response, leading operational planning, and overseeing financial, operations and human resource management, including the safety and security of all CI staff and visitors in Cambodia.

Key Responsibilities

Leadership

As Country Director of CARE International Cambodia:

- Promote the Vision, Mission and Focus of CARE International and ensure consistency with provisions of the CARE International Code in CI's operations in Cambodia
- Represent the interests of all CI Members engaged in Cambodia
- Represent CARE International as required with the host government and in donor, sector or other 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 CI Cambodia's operations
- Monitor and report to CARE Australia SMT and Board on the effectiveness and impacts of CI Cambodia's activities

Management of CARE International Cambodia's Operations

Country Office Strategic and Operational Planning and Implementation

- Undertake periodic assessment and review to ensure that the type of presence of CI in Cambodia is appropriate for the program strategy including humanitarian mandate, the operating environment and the funding base and enables CI to achieve maximum impact at minimum cost.
- Establish and maintain an effective management structure in the country that is documented and identifies responsibilities and accountabilities, includes appropriate engagement of stakeholders in decision-making and has systems for internal communication;
- Maintain the operational planning cycle, such as Annual Operating Plans, consistent with CI and CARE Australia standards.
- Maintain all reporting requirements to host government, development stakeholders, CI Members and CARE Australia management.

Country Office Financial, Budget and Administration Management

- Ensure the development of the annual budget of CI Cambodia as per CARE Australia policies and procedures;
- Ensure the financial viability of the CI Cambodia including meeting the operating costs of CI Cambodia;

- Monitor and analyze the cost structure of CI Cambodia, particularly in anticipation of changes in the program portfolio;
- Ensure that the performance and audit results of CI Cambodia are satisfactory, recommendations from previous evaluations and audits are addressed and show an overall improving trend;
- Ensure that the risk register is maintained and issues acted upon in a timely manner;
- Ensure compliance with CI and CARE Australia financial policies and procedures including internal controls and reporting requirements;
- Ensure compliance with all legal, contractual and statutory requirements.

Representation and Relationships

- The Country Director is the representative of CARE International in Cambodia and represents CI to all parties including the government, donors, civil society and other organisations.
- Ensure that the CI has an appropriate legal basis for CI's presence in Cambodia consistent with CI standards and program related agreements with the relevant government authorities;
- Maintain productive relationships with all key stakeholders (civil society, government, donors, etc) so that they understand and respect the value of CI's contribution to addressing poverty, gender inequality and injustice in Cambodia and seek CI to contribute to development and humanitarian fora as a valuable source of experience and as a preferred partner;
- Ensure that the image of CARE International in the country is consistent with CI's Mission, Vision and Focus and protects CI's interests and assets;
- Encourage and facilitate the full engagement of all interested CI Members in all aspects of CI's program and activities in Cambodia including engagement in strategic, program and project planning processes, securing donor funding for CI programs, maintaining project management and supporting the promotion of CI Member media and communications.

Program Development and Implementation

- Guided by the CARE International program strategy, donor and host government priorities, ensure that CI has a coherent, documented and understood strategy which clearly sets out how CI will fulfil its mandate to address poverty and injustice amongst poor and marginalised women and their communities in Cambodia;
- Ensure that CI's programs and projects in Cambodia meet the objectives of the approved long-term program(s) and the CI Country Office is able to demonstrate the impact of this work through regular reporting of robust evidence;
- Provide support and guidance to the program staff of CI Cambodia in the identification, development and design of programs and projects consistent with CI's program strategy;
- Develop value-adding partnerships that are complementary to CI's activities and competencies, increase the effectiveness and impact of mutually agreed objectives and are consistent with CI's approaches to partnership and global commitments, including humanitarian principles;
- Identify and secure program and project funding consistent with CI's programs in Cambodia through CI Members, bilateral and multilateral donors and non-traditional sources;
- Ensure excellence in programming through the application of best programming practices, sound technical approaches, and good practice monitoring, evaluation and learning and develop a robust evidence base to demonstrate impact and inform policy engagement;
- Ensure CI's full compliance with donor contractual requirements;
- Ensure effective project implementation monitoring and evaluation that allows for accurate donor reporting, timely course corrections, and learning and innovation.

Emergency Preparedness & Response;

- Ensure that CI Cambodia maintains a high level of preparedness to respond to humanitarian emergencies and responds effectively to emergencies as required;
- Ensure that the CI Country Office emergency preparedness plan is current and reviewed regularly in collaboration with appropriate CI stakeholders and relevant in-country partners;

- Provide effective leadership and management for the response by CI Cambodia in the event of an humanitarian emergency.

Safety and Security;

The CI Country Director has primary responsibility for the safety and security of all CARE International staff in-country and to safeguard all organisational assets and operations. The CI 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 International safety and security policies and procedures;
- Consult with CARE Australia and CI stakeholders as required in the event of any major safety or security-related matter;
- Lead the Crisis Management Team in Cambodia under the direction of the PE IO and oversee the overall response in critical incident situations in Cambodia, liaising with the government in Cambodia, CI Members, donors and media.

Human Resources Development and Management

- Responsible for the overall performance and management of the CI workforce in Cambodia consistent with CARE International Performance Standards and CARE Australia policies;
- Ensure that all personnel working in CI Cambodia are managed in accordance with the relevant CARE Australia and national staff HR policies and practices and CARE Australia Minimum Standards for national staff HR management.
- Ensure that 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, misconduct and Code of Conduct and are adhered to by staff;
- Ensure that all HR policies and procedures are established in accordance with host country laws and legislation and reviewed on a regular basis; ensure that HR policies are respected for expatriate personnel;
- Promote staff development and the maximization of local talent, through coaching and mentoring, talent management, succession planning and active career development.

Communication, information and public relations

- Liaise with the CARE Australia and CI Members to publicise the work of CI in Cambodia;
- Provide information for the Fundraising and Communication Departments of CI Members;
- Engage with national and international media and seek opportunities for publicising CI's work in Cambodia.

Selection Criteria

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.
- Demonstrated experience in leadership and management in a complex international setting, excellent people management and interpersonal skills including the ability to develop harmonious teams in a multi-cultural context.
- Proven capacity to develop external relationships to further the goals of CI 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 skills, experience and in-depth understanding of change management principles and methodologies.
- Demonstrated high-level written and oral communication skills.
- Demonstrated understanding of gender equality and women's empowerment and a commitment to CI's approach and values including ethnic diversity and cultural sensitivity.
- Knowledge of and experience in Cambodia as well as Khmer language abilities or a commitment to learn is highly desirable.

CARE Australia Terms and Conditions for Overseas based staff

Employment Type:	Fixed Term
Position Title:	Country Director
Location:	Cambodia
Duration:	Fixed Term – 3 years, Full time
Status:	Accompanied

Annual Remuneration Package:

Base Salary	86,734 USD
9.5% Superannuation or cash in lieu	8,240 USD
Total Package	94,974 USD

This is the gross annual remuneration package. Salary payments will be subject to the deduction of any applicable tax, including the local personal income taxes of the country in which the employee works, and/or the income taxes of Australia or their home country, as required by law. All staff are responsible for their own personal income tax arrangements and are encouraged to seek professional tax advice.

Below given entitlements are only applicable to the successful candidate if the position is not based in their deemed country of residence.

Housing - includes rent, basic furnishings and utilities

Overseas employees can access a reasonable and acceptable standard of accommodation appropriate to their location and position to an agreed level set by the individual Country Office.

Travel to and from Assignment

Travel will be provided to employees when travelling to an overseas assignment and return to the home of record upon completion of contract period.

Transportation of Personal Effects – 300kgs to posting and 400kgs back to home base (final allowance determined by number of dependents)

Transportation of personal effects will be provided by CARE Australia in accordance with the provisions in the CARE Australia HR Policy Manual according to length of deployment. This allowance helps meet the cost of transporting personal effects when overseas-based CA employees take up postings or return home from overseas postings.

Settling in allowance – 813 USD

To assist employees with miscellaneous expenses associated with setting up a new residence a Settling in Allowance of up to USD 813 is payable, on the provision of receipts. Please note, this entitlement is only applicable to the successful candidate if the position is not based in their deemed country of residence.

Home Leave

Employees working overseas who have successfully completed 1 full year of service with no interruption. Annual Home Leave includes 7 days leave and return airfare to deemed country of residence. Please note, this entitlement is only applicable to the successful candidate if the position is not based in their deemed country of residence.

Education Expense –for school aged children only

Overseas assignments of 12 months or longer will be entitled to reimbursement for an agreed cost of schooling to an adequate standard as equivalent to the Australian standard for dependent children as set out in the employment agreement.

Superannuation

Australian residents under Australian Taxation Law are entitled to receive statutory employer contributions towards superannuation and CARE Australia is obliged to pay these contributions into an approved superannuation fund fully vested in the name of the employee. Non Australians receive cash in lieu of superannuation.

Expatriate Medical & Accident/Illness Insurance

Full details of the application of insurance cover provided is listed in the Expatriate Medical & Accident/Illness Information Booklet. This policy has the benefits, liability limits and conditions as detailed in the policy underwritten by Accident & Health International Underwriting Pty Ltd. Please note, cover is not provided for any condition which was known prior to joining CARE and does not cover payment for medication which is required to be taken by you on a regular basis.

Cover applies only whilst you are an expatriate employee working outside of Australia or outside your deemed country of permanent residency or citizenship. Your accompanying partner and dependants will also only be covered whilst they are residing outside of their deemed country of permanent residence or citizenship.

Cover shall commence from the time you leave your normal residence or place of business in Australia or your deemed country, whichever is the place of departure for the commencement of the overseas posting. Coverage is continuous on a full-time 24 hours basis. Following completion of your overseas posting your cover will be maintained for a period of 2 weeks to allow sufficient time to travel home. Upon arrival home your cover will cease.

Extent of insurance coverage available may be limited by the legislation of the country of your posting.

This cover may not be applicable for accompanying partners and/or dependants if they take up employment with another organisation within the country of posting. They will need to ensure that appropriate insurance coverage is provided by their respective new employers.

Taxation for Australian expatriate staff

Please note that Australian tax residency is determined based on established principles within the taxation laws. It will depend on an individual's specific arrangements and circumstances. Residents and non-residents are taxed differently in Australia. You will need to take steps to ensure that your tax residency position has been correctly determined. Further information regarding tax residency can be obtained from the Australian Taxation Office (www.ato.gov.au) It is your responsibility to investigate any taxation obligations or requirements in the country in which you will be working. It is recommended that you seek independent financial advice.

Taxation for non-Australian expatriate staff

CARE Australia expatriate employees have the responsibility to investigate any requirements or obligations on their part to make payment of any income related taxation which may apply to them depending on their deemed country of residence.

How to apply and additional information

To apply:

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.

Applications close: 12:01(AEDT), Monday 5 March 2018

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 Robert Yallop on +61 26279 0200 or robert.yallop@care.org.au (please do not email applications to this address).

Child protection

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

CARE Australia respects and values diversity, and does not discriminate on the basis of race, gender, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our organisational practices and in the programs we deliver and this commitment is reflected in all of our processes and policies, including recruitment and selection.

Our selection decisions embody transparency and fairness from the outset of a recruitment process through to the selection decision. This is demonstrated through advertising roles as broadly as possible and basing the selection of the successful applicant on merit. We endeavour to mitigate any potential bias through our selection committee shortlisting processes by ensuring all selection committees are comprised of gender balance and independence.

To ensure all candidates can compete on an equal basis in the application and interview process, CARE will provide reasonable accommodations for assistance where requested. If you have any requirements

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

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 a week 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

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

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:
 - S**ituation – provide a brief outline of the situation or setting
 - T**ask – outline what you did
 - A**pproach or action – outline how you did it
 - R**esult – 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.

Packaging

As part of your overall salary, all Australia-based employees have access to our flexible and generous salary packaging scheme which you can tailor to suit your own needs. Our salary scales are reviewed annually to reflect the cost of living.

Workplace diversity and flexibility

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. At CARE Australia, we have a range of creative solutions that may be negotiated where possible, on a case-by-case basis, to help you balance work with life. Examples include alternative or reduced hours or job sharing arrangements.

Performance management

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

CARE Australia employees have access to standard annual, personal leave and additional leave in recognition of long service. We have paid Parental leave, and for staff on overseas postings we offer rest and rehabilitation leave and annual home leave in recognition of difficult working conditions.

Professional development

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

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.

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

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?

- 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

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

Your information will be stored by our e-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

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.