



## Program Director, Vanuatu

**CLOSE DATE:** Monday 9 October 2017

# Position Description

## Program Director

<b>Country Office:</b>	Vanuatu
<b>Location:</b>	Port Vila
<b>Position reports to:</b>	Country Director
<b>Position Type:</b>	Fixed term (2 years), Full time

## About CARE Australia

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CARE is an international 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 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 almost 30 years, CARE Australia has earned an international reputation for our ability to respond quickly to emergency situations in countries where CARE International operates, including Syria, Pakistan, South Sudan, Myanmar and Vanuatu. We are also 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 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

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CARE has been working to help build a stronger Vanuatu since 2008, putting women and girls at the heart of all we do. CARE International Vanuatu's programs strengthen communities' resilience to disasters and climate change shocks, address gender inequality, and improve people's access to water, sanitation and hygiene (WASH). We work primarily in the southern Tafea province, with additional advocacy and coordination work at a national level.

CARE International Vanuatu's three programs – Resilience, Gender Equality and WASH – are closely integrated and all centre on gender equality and the needs of women and girls as part of our mandate to reach the most vulnerable members of the community. The Resilience program responds to Vanuatu's extremely high vulnerability to natural hazards and climate change by helping communities prepare for disasters and adapt to climate change, with a focus on women's leadership of community based disaster

risk reduction. The Gender Equality Program works with women, girls, men and boys at the community level and women's organisations nationally to help advance women's leadership, develop young people's life skills and healthy relationships, increase women's economic empowerment and eliminate widespread violence against women and girls. The WASH program seeks to improve water safety and security for remote communities, and actively promotes women's involvement in community training, committees and construction work.

Vanuatu faces frequent cyclones and other natural hazards including volcanos, earthquakes and drought. CARE International Vanuatu is routinely engaged in emergency preparedness together with community and national stakeholders, especially on issues relating to gender and protection.

CARE International Vanuatu also provides support to CARE's programs and partners in the Pacific region including Fiji, Solomon Islands and Tonga.

## About the Role

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The Program Director (PD) is pivotal in leading CARE International Vanuatu's mission to build a stronger, inclusive Vanuatu and guiding the execution of programming to achieve it. The PD plays a key role in setting the strategic direction of the Country Office, implementing the strategy and mobilising resources for CARE International in Vanuatu's long term programs. The PD also leads the CARE Vanuatu teams responsible for program and project implementation and ensures best practice in both people and program management. The role has overall responsibility for ensuring the development, implementation and management of CARE International in Vanuatu's program and projects. It is responsible for tasks associated with program development, strengthening program quality and operationalising projects. The PD plays an active role in building staff capacity and working closely with relevant government ministries and other stakeholders to ensure that CARE's program contributes to relevant national and international development goals. In conjunction with the Country Director, the PD undertakes representational and fundraising activities and ensures that CARE's vision, mission and core values are promoted. From time to time, the PD also supports CARE's work in other Pacific islands countries including Fiji, Tonga and the Solomon Islands.

The role is required to travel up to 40% of the time to field offices and projects, as well as regionally and internationally to represent CARE's work in Vanuatu and the Pacific.

## Key Responsibilities

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- Set program strategy including design and implementation of long term programs that meet CARE International standards and expectations to ensure that all program development and implementation is consistent and incorporates the strategic directions of CARE International and CARE Australia.
- Deliver effective program management oversight to all Country Office programs to ensure high quality implementation and achievement of outcomes. Ensure projects meet annual targets, financial accountability, compliance and project planning and reporting requirements.
- Assist the Country Director to mobilise resources by coordinating the program pipeline, leading the development high quality proposals and identifying funding opportunities.
- Lead and manage the team and build capacity through ongoing coaching/mentoring to ensure CARE's programs contribute to our strategic objectives.

- Lead technical project design processes and ensure projects are high quality, innovative, competitive, and strategically aligned.
- Deliver program impact and results through effective MEAL systems, technical excellence, gender sensitive, innovative and adaptive programming.
- Assist the Country Director in ensuring that the Country Office is well prepared to respond to emergencies and assist in coordinating effective emergency responses during disasters.
- Create and maintain effective relationships with government, INGO and civil society and community organisations by engaging in interagency coordination mechanisms and developing strategic partnerships to enhance program effectiveness.
- Establish effective advocacy by connecting evidence and learning engendered by CARE's program.

## Selection Criteria

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Please provide a short statement against the following criteria:

- Master degree or equivalent postgraduate qualifications in international development or a related field and at least 7-10 years' experience at a senior level in the management of humanitarian and/or development programs with an INGO or aid agency.
- Demonstrated strong program management skills including ability to ensure effective project implementation, reporting, compliance and budget management across multiple projects and sites.
- Experience in working in a disaster prone context with understanding of approaches to resilience building and emergency preparedness and response.
- Demonstrated leadership skills and the ability to build capacity and sustain positive working relationship with staff.
- Extensive experience in strengthening program quality through design, monitoring and evaluation and learning, and demonstrated understanding of gender equality and women's empowerment.
- Demonstrated ability to build and manage complex and diverse stakeholder relationships.
- Excellent verbal and written communication skills in English with extensive experience in proposal and report writing.
- Demonstrated high-level organisational skills and the ability to manage multiple tasks, competing priorities to ensure timely processing to meet deadlines.
- Experience working in the Pacific is highly desirable.

## CARE Australia Terms and Conditions for Overseas based staff

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<b>Employment Type:</b>	Fixed Term, Full time
<b>Position Title:</b>	Program Director
<b>Location:</b>	Vanuatu
<b>Duration:</b>	2 years
<b>Status:</b>	Accompanied

### Annual Remuneration Package:

Base Salary	62,531 USD
9.5% Superannuation or cash in lieu	5,940 USD
<b>Total Package</b>	<b>68,471 USD</b>

### 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 country of 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 – USD 813

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 up to 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](http://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:

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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 am, Monday, 9 October 2017.

**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 Megan Chisholm, Country Director on [megan.chisholm@careint.org](mailto:megan.chisholm@careint.org) (please do not email applications to this address).

### Child protection

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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

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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

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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

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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:
  - Situation** – provide a brief outline of the situation or setting
  - Task** – outline what you did
  - Approach or action** – outline how you did it
  - Result** – 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

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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

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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

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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

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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

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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

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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](mailto: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

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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?

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- 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

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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

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Your information will be stored by our 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

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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.