



Job Title: Port Moresby Operations Director

Femili PNG is a Papua New Guinean non-government organization that operates Case Management Centres in Lae and Port Moresby, assisting survivors of family and sexual violence. We are looking for an exceptional person, someone with experience and passion to join our team as the **Operations Director** to manage the Case Management Centre and Safe House operations in Port Moresby.

Femili PNG is currently operating the Bel isi PNG Case Management Centre and Safe House, as part of a public-private initiative to respond to family and sexual violence (FSV) in Port Moresby. This position will be working closely with Femili PNG Executive Management Committee and Board, OSF and Initiative Steering Committee, and involved Government and Non-Government Organizations including NCDC, donors, companies, partner agencies and academic institutions. The position will report to the Femili PNG CEO/ Senior Social Worker.

Brief Project Description (see details below): This position will oversee the management of the Case Management Centre and Safe House that Femili PNG has been invited to operate as part of this initiative. The position is expected to assist with recruitment and then provide effective supervision of program staff members, including attending to performance and professional development for a team of about 15 staff. This position is also in charge of building relationships with and supporting other NCD service providers, and more generally stakeholder engagement including Oil Search Foundation (OSF) as Initiative Manager, the Initiative Steering Committee, and subscribing businesses. Other key areas of oversight include M&E, reporting and communications.

Background: A number of businesses and organisations have come together, with the support of the NCD Government, to develop an initiative to improve the support services available to survivors of FSV in Port Moresby. Femili PNG, the PNG NGO that runs a Case Management Centre in Lae, has been invited to operate the Safe House and Case Management Centre that will be opened as part of this initiative.

Report to: This position will report to the CEO/Senior Social Worker in Lae.

Supervisee: Safe House Supervisor(s), Case Work Manager, Data Information Officer, Communication Officer, Logistic and Security Officer, Administrator.

Liaise with: Femili PNG Executive Management Committee and Board, OSF and Initiative Steering Committee, involved Government and Non-Government Organizations including NCDC, donors, companies, partner agencies and academic institutions.

Location: This position will be based in Port Moresby, PNG.

Qualifications, and desired experience and characteristics:

- A Master's Degree of Arts or Sciences in Social Work, Psychology, Counselling, Business Administration, Developmental Studies or related field or equivalent academic training and work experience; or equivalent academic training and work experience.
- Minimum of 8 years' management experience in an NGO, government or development agency, with at least 5 years working in service delivery; working knowledge and experience in the area of family and sexual violence desirable.

- A good understanding of FSV issues and related laws.
- Exceptional security management skills.
- Solid technical background and hands-on experience in social work and safe house operations.
- Strong leadership skills and the ability to inspire staff.
- Strong management skills, including the ability to deliver on time and work over time; capacity to work independently and prudently; and experience of effective financial and budgetary control.
- Strong communication skills, including ability to negotiate and communicate effectively and collaboratively with people of varied professional and cultural backgrounds, and to win the support of stakeholders.
- Ability to provide strong project M&E support and compile/review quality donor reports.
- Strong commitment to Femili PNG's vision, mission, and values.

Duties and Responsibilities:

1. Operational Management

- Oversee the program development and implementation of the Safe House and Case Management Centre initiatives with top-down oversight throughout entire execution to ensure success by adhering to the initiative's goals and FPNG's vision and mission, policies, budget, and timeline.
- Serve as a member of the Executive Management Committee.
- Adapt FPNG's operational systems, processes, and policies in support of the organization's vision, mission, and values.
- Delegate responsibility to Case Work Manager (CWM) and Safe House Supervisor(s) (SHS) to ensure safe and quality service delivery to survivors and is in line to initiative's goal and strategy.
- Develop comprehensive project plans, coordinate with SHS, CWM, and technical personnel all through the project phases; from initial development through implementation.
- Monitor project progress continuously and make detailed scheduled reports on measurable items, such as milestones and deliverables.
- Communicate proactively with SHS and CWM to provide encouragement, identify problems, create solutions, and implement efficiency improvements.
- Ensures that the required support to projects is provided promptly, at scale and in line with the agreed standard operating procedures.
- Ensures programme implementation staff are well versed and are effectively applying organizational policies and practices, which result in successful implementation of this public private initiative.
- Conduct regular operational meetings, liaise with NCD Government and Non-Government Organizations, and OSF as the project manager.

2. Staff Development and Human Resource Management

- Ensures the recruitment and training of staff as appropriate and ensure availability of appropriate professional development opportunities for staff.
- Ensures appropriate staffing within Program Departments/units and maintain program staff by conducting probationary evaluation and annual performance appraisal review.
- Provides regular supervision and coaching to all delegated supervisee; Safe House Supervisor (s), CMC Case Work Manager, Administrator, Case Work Manager, Logistic and Security Officer, Communication Officer, and the Data Information Officer.
- Facilitate trainings to the staff and conduct briefing, debriefings, team building or staff care activities.
- Analyze and evaluate program plans and make recommendations for program operation improvement.
- Manages participant engagement with staff by regular, ongoing clinical supervision of interventions and responses to interventions.
- Apply FPNG's administrative rules and procedures in dealing with HR issues.
- Assures quality services for survivors by engaging in standards of practice and multidisciplinary team meetings and case staffing.

3. Risk and Security Management

- Monitor and evaluate day to day security that may affect the operation's movement and staff in collaboration with the Logistic and Security Officer.
- Review the organizational risk management matrix bi-annually with the Executive Management Committee and the board.
- Liaise with the Administrator to ensure appropriate and of up to date insurance coverage.
- Work with SH Supervisor(s) and CMC Case Work Manager to ensure safety operating standard is observed and bi-annual security assessment review is done and submitted to EMC for endorsement of changes to FPNG Board.
- Liaise with BSP security officers allocated at Safe House for daily security monitoring.
- Report any untoward security incident to CEO or to EMC Security responsible.
- Ensure that client's confidentiality and privacy are upheld at all times.

4. Stakeholder Engagement and Communications

- Focal person for Government, NGO, private and service providers.
- Oversee partnership, resourcing, training and other capacity building efforts.
- Monitor the implementation of regular meeting with NCD stakeholders; quarterly core-service providers, case conferencing, and case discussion.
- Liaise with OSF as Initiative Manager and other Initiative Steering Committee Members.
- Leverage communications services to promote documentation of best/promising practices, success stories and case studies to support resource mobilization, demonstrate impact and promote the image of the organization.
- Adapt and implement FPNG's Communication, IT, and data management and procedures.
- Liaise with the Developmental Manager on Fundraising issues, newsletter, and organization's promotional documents.

5. Financial Management

- Liaise with the Administrator on financial management, planning, systems, and controls.
- Facilitate annual budgeting and planning process for the organization's annual budget with the CEO.
- Oversee project's monthly and quarterly assessments and forecasts of organization's financial performance against budget, financial and operational goals.
- Liaise with the Administrator in reconciling monthly activity, generating year-end reports, and fulfilling tax related requirements.
- Prepare annual project budget and monitoring cash flow.
- Ensure that the Admin department discrepancies and issues are resolved and communicated in a timely manner to the CEO and/or Executive Management Committee.
- Assisting the EMC in developing, maintaining, and monitoring all fundraising and accounting systems and procedures capturing all international and local donors.
- Assist in the annual external audit when required and in the absence of CEO.
- Ensure financial manual is applied to all financial dealings, and appropriate book keeping, and monthly book closure is done timely.

6. Monitoring & Evaluation and Learning

- Ensure projects M&E frameworks that outline the objectives and indicators are used in measuring program outcomes.
- Support SH Supervisor(s) and CMC Case Work Manager in tracking and managing program milestones and deliverables, ensuring that goals are met, and services are provided safely and on time. Assist in identifying challenges and work with SH Supervisor(s) and CMC Manager and program team to resolve bottlenecks.
- Coordinate program reviews and evaluations in accordance with Subscribers, Donors, Project Manager (OSF), and FPNG's guidelines.

- Ensure action planning and execution to resolve audit and evaluation findings and recommendations in a conclusive and timely manner.
- Promote learning by ensuring information that is gathered during the program implementation is used for accountability and to inform future activities, or modify implementation approach.

Information and application:

To apply, please send your cover letter, CV with contact details of three referees, and recent police clearance to recruitment@femilipng.org

Applications close on **20th September 2019**.

You can download the full job description from our website www.femilipng.org or email us at info@femilipng.org

Femili PNG | P.O Box 616 | Lae, Morobe Province | Papua New Guinea

Ph: +675 472 8904 | Website: www.femilipng.org | facebook.com/FemiliPNG | Twitter: [@femilipng](https://twitter.com/femilipng)