

Job Framework: Health Programs Director



Purpose:

As part of Marie Stopes Timor Leste's (MSTL) Senior Management Team and under the direction of the MSTL Country Director, the Health Programs Director will lead, manage and grow the service delivery channels in line with the strategic goals, priorities and MSTL business plans. MSTL has two established service delivery channels: 1) **Outreach** that targets those in hard to reach rural and remote communities with unmet needs and unmet demand and 2) a **Centre** in the capital Dili that provides accessible, affordable and quality assured Sexual Reproductive Health services including family planning. MSTL is in the process of launching a third channel - **Public Sector Strengthening**. This will focus on working closely with the Ministry of Health to strengthen government skills and capacity in family planning. The Health Programs Director role will also lead and manage MSTL's Evidence to Action work which includes effectively using data and market research insights to develop innovative and inclusive strategies to ensure improved access to MSTL services across the channels.

The Health Programs Director will manage the programmatic, financial, and administrative performance of MSTL programs by effectively motivating, empowering, mentoring and supporting service delivery channel managers, evidence to action manager and staff; addressing bottlenecks; coordinating with other MSTL departments, monitoring performance and insightfully reporting on performance to the Senior Management Team. In conjunction with the CD, this role will perform representational and stakeholder management duties including donor reporting and will ensure that MSTL's vision, mission and core values are promoted.

Location:	Reporting to:	Supervision:	Salary Grade:	Job Framework No:
Dili	Country Director	3-4 Direct Reports		

Organisation Overview:

Marie Stopes International (MSI) is a leading sexual and reproductive health care provider working in over 40 countries. MSI's mission is to ensure that individuals have a choice as to whether or not to get pregnant and for those wanting to delay or space their pregnancies, choice in what family planning methods they can access.

Since 2007, Marie Stopes Timor Leste (MSTL) has been supporting Timor-Leste's Ministry of Health to achieve the national maternal health goals by providing quality, affordable and accessible services. As the only organisation specializing in sexual and reproductive health care in the country, MSTL can demonstrate direct results in improving health outcomes for the people of Timor-Leste through the provision of information and services.

The primary responsibility of this role is to further MSTL's Goal: Reduce Maternal and Infant Mortality, and promote its mission: "*Hili Los Salva Moris*" – Children by choice, not chance

MSTL believes in the following values:

- the right for women to make choices concerning their reproductive life, regardless of marital status, age, religion, disability, male involvement, or other limiting factors.
- The right for women to access high-quality, confidential, and non-judgemental reproductive health services.

It is a role requirement that the jobholder must fully comply with, promote and live MSTL values listed above, and MSI core values:

<p>Mission driven With unwavering commitment, we exist to empower all young people, women and men to have children by choice, not by chance</p>	<p>Client Centered We are dedicated to our clients and work tirelessly to deliver high-quality, high impact services that meet their individual needs</p>	<p>Accountable We are accountable for our actions and focus on results, ensuring long term sustainability and increasing impact of the Partnership</p>	<p>Courageous We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission</p>
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Key Responsibilities

Strategy and Leadership

- Participate and contribute towards MSI's strategy and future program direction through the business planning process
- Ensure that all program development, business processes and implementation is consistent with strategic plans, MSI global best practices and standards such as MSI 2030 strategy and MSI success models
- Actively participate in MSTL's Senior Management Team and work with the Channel leads to provide accurate and up to date advice of developments and issues in program implementation together with any necessary recommendations for action
- Ensure that the priorities of MSI, MSTL as well as Timor-Leste government and other key stakeholders are reflected in program strategies and project designs
- Build and maintain strategic relationships with MoH and key stakeholders in order to promote an understanding of MSTL's work and values and to ensure Country Program is informed of key trends and best practice
- Liaise with relevant Global focal points on a regular basis to provide updates and information as necessary
- Support organisational change management activities

Team Management

- Promote an open, diverse and participatory work environment
- Provide direction, guidance, assistance, on the job coaching and support to Channel Managers and Evidence to Action Manager as appropriate to carry out their responsibilities and ensure they receive adequate professional guidance and development opportunities
- Set and manage teams against the delivery of targets
- Manage the performance of Channel Managers and Evidence to Action Manager including conducting regular meeting with them to discuss performance, provide management updates, complete annual performance appraisal process and address any concerns
- Provide supervision and technical support to team members to ensure quality of service
- Lead Channel Managers and Evidence to Action Manager to collaborate with other departments to promote effective ways of delivering services
- Lead Channel Managers and Evidence to Action Manager in identifying, designing and implementing effective coaching and mentoring strategies for support office and municipality based staff including setting KPIs
- Through regular support, training and mentoring of team boost team morale, foster oneness and promote MSTL's mission

Project Cycle Management

- Develop new program and project opportunities and ensure they are of high quality and are strategically aligned with MSTL priorities
- Establish and/or maintain systems to ensure effective project management and contract compliance for all donor-funded projects
- Throughout the project cycle manage the team to ensure regular monitoring and reviewing of project implementation occurs to ensure adherence to MSI's quality standards, contractual compliance and timely reporting
- Together with the Finance Manager, ensure Channel Managers and Evidence to Action Manager take responsibility for and understand project expenditure, financial accountability and Business Planning requirements including reviewing monthly Project Finance Reports
- Together with Evidence to Action Manager, support program and project evaluations and ensure lessons learned are incorporated in to current and future channels
- Together with Evidence to Action Manager, support close collaboration of channels to Marketing team to ensure improved sustainability, brand recognition and uptake of services

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- Together with Evidence to Action Manager, support youth, gender and Inclusion team in ensuring that SRH information is delivered accurately and align with MSTL values. Ensure that the information disseminated and services remain accessible to all.
- Oversee Channel Managers and Evidence to Action Manager to meet service and financial targets and provide guidance for improvements and correction actions where needed
- Work together with the Clinical Quality Team Manager to ensure high quality standards are met as well as understood by all channels and high client satisfaction is achieved
- Together with the CD, Channel Managers, and SMT members, build MSTL's 5 year health systems support strategy to support increased access to family planning and SRH services in Timor-Leste
- Work together with Outreach and Centre Channel Manager to ensure MSTL services reaches a broad range of clients with a robust demand generation model in place

Information Sharing, Learning and Collaboration

Working with Channel Managers, Evidence to Action team and other SMT members:

- Promote the MSTL vision, mission and core values among staff and partners
- Ensure sharing of program information and learning both within the Country Program and with appropriate external agencies, partners and stakeholders
- Assist in the development and maintenance of international systems and mechanism for documentation and sharing of lessons learned across the program
- Ensure monthly on time preparation and submission of accurate programmatic reports containing MIS and client related data is produced, tracked and shared within MSI and Senior Management Team to ensure programs are on track to achieve its targets, objectives and impact
- Work closely with the Evidence to Action Manager to ensure effective internal and external communications to ensure all team members and stakeholders are well informed on MSTL's entire program
- Provide the Country Director with accurate and up to date advice of developments and issues in project and program implementation together with any necessary recommendations for action
- Engage collaboratively with MSI Australia and other MSI Country Programs in the management, implementation and information sharing of programs and projects

Representation, Fund Raising and Donor Reporting

In Coordination with the Country Director:

- Ensure appropriate representation of MSTL in programming, policy coordination and information sharing forums
- Assist in the development and presentation of high quality concept papers, designs and proposals to a range of potential donors including Australia Aid DFAT
- Develop and maintain close relationships with donors and counterparts, and support MSTL in fund-raising and engagement of donors
- Coordinate the gathering and sharing of information on existing and emerging donor and partnerships including developing and maintaining MSTL's External Relations Strategy
- Ensure all donor and partnership reporting is completed as per agreed schedules

Knowledge Management, Monitoring and Reporting

- Consistently communicate with the Evidence to Action team regarding data collection and validation, coordinating with the service delivery channels to continually seek efficiencies while maintaining data integrity standards
- Conduct data validation spot checks, as required
- Provide support and advice to the Marketing team about effective messaging that will increase demand for MSTL services
- Support specific research that helps with generating new knowledge to achieve intended targets and outcomes

Corporate Services

- Work in close partnership with the MSTL Senior Management Team including the HR Manager, Supply Chain and IT Manager, and Finance Manager to ensure effective program support and compliance with key operational systems and processes

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- Support HR department when needed to develop standardised job framework for key positions, review of new job framework and participate in interview processes when needed
- Where required, represent MSTL at internal and external events including participation on technical working groups, presentations at stakeholder events, hosting press conferences etc

Other responsibilities

- Participation in the annual performance review process for staff and ensure the performance review process is an integral component of annual work plans and activities
- Maintain confidentiality of MSI information
- Together with CD and SMT members, support the development of MSTL's 5 year strategic plan
- To demonstrate on going commitment to gender equality, inclusion, safeguarding and promote a culture where all MSTL policies and standards are followed
- Other duties as requested by the line manager

Performance Measures

- Set and achieve annual business plan targets including increases in CPR attributable to MSTL, increases in CYPs including high impact CYPs, reduction of cost per CYP, and increases in FP client numbers and service income
- Completed staff Performance Review objectives and staff development plans in place
- Regular on the job coaching conducted and supported for direct reports
- Donor reports submitted on time and accepted by donor
- Government reports submitted on time and accepted by the government
- Adherence to quality standards, MSI and MDT protocols by all channels
- Awareness of clients rights and needs
- Increased inter-departmental collaboration across the organisation
- Increase income and cost efficiency of MSTL Centre
- Successful PSS channel established and running with improved government relationships
- All projects achieve donor deliverables, perform favourably against work plans and M&E plans and budgets are managed and monitored effectively.
- Strengthened relationship with MoH, partners and other key stakeholders
- Number of new opportunities explored and successful for MSTL
- Uphold the MSI organisational values in all aspects of work

Skills and Experience

Qualifications and Experience:

- A Master's Degree in Public Health or Management with at least 5 years of extensive management, strategic and operational experience, preferably with an international NGO and demonstrated experience in the management of large service delivery and/or system strengthening programs, preferably in South East Asia and the Pacific
- Demonstrated knowledge and experience in project design, proposal development and project management

Skills:

- Proven leadership and people management skills in a cross cultural context including the ability to manage resources efficiently and effectively
- Strong strategic thinking and analytical skills
- Experience managing a team of varying capacity levels
- Strong interpersonal and communication skills
- Strategic planning skills
- Excellent budget development and budget management ability
- Strong understanding and commitment to safe guarding, gender equality and inclusion
- Demonstrated ability to build and manage complex and diverse stakeholder relationships
- Ability to produce high quality work and balance competing priorities within demanding timeframes
- Advanced skills in MS Word, Excel and Outlook
- Ability to be flexible and support the needs of the team as required

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- Excellent written and verbal communication skills
- Fluent in English, knowledge of Tetum is an advantage

Requirements of Role:

- Periodic international travel and domestic travel to visit teams in municipalities

Behaviors and Attitude:

- Results focused
- Goes beyond the obvious to look for creative solutions from multiple perspectives
- Responds effectively to challenges and is pro-active to get work done with minimal supervision
- Takes responsibility for appropriate decisions, actions and behaviors
- Team player who is supportive, flexible and shows respect to others
- Respects and has commitment to an individual's right to control their own fertility
- Demonstrates personal commitment to continuing professional development
- Client focused
- Innovative
- Adaptable and flexible
- Able to perform under stress