



Restoring Dignity, Inspiring Change

**Program Manager**

**Closing date for receipt of applications: March 10, 2019**

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| <b>JOB TITLE:</b>           | <b>LOCATION:</b>                               |
| Program Manager             | Amman, Jordan, with frequent in-country travel |
| <b>ORGANIZATIONAL UNIT:</b> | <b>REPORTS TO:</b>                             |
| ICMC Amman                  | ICMC Director for Jordan and Syria             |
| <b>STARTING DATE:</b>       | ASAP   |

**ABOUT ICMC**

The International Catholic Migration Commission (ICMC) is an international non-governmental organization, whose mission is to protect and serve uprooted people, including refugees, asylum seekers, internally displaced people, victims of human trafficking, and migrants - regardless of faith, race, ethnicity or nationality. In collaboration with governmental and non-governmental partners, and through a worldwide network of members, ICMC implements and advocates for right-based policies and sustainable solutions to address global migration challenges. ICMC's operations are aimed to respond to the needs of vulnerable individuals and communities, and focus on protection, humanitarian assistance, resettlement, migration and development.

ICMC has been operational in the Middle East since 2002, implementing humanitarian assistance programs in support of Iraqi refugees in Lebanon, Jordan and Syria. Since 2011, ICMC provides humanitarian assistance to Syrian refugees in Jordan with funding support from the U.S. State Department's Bureau of Population, Refugees and Migration (BPRM), the European Commission Humanitarian Aid and Civil Protection Department (ECHO) and UN OCHA.

For its operations in Jordan, ICMC is recruiting a dynamic and committed Program Manager who will be responsible to lead the overall implementation of ICMC's humanitarian assistance, protection, and livelihoods projects in Jordan in response to the Syria crisis.

**SCOPE OF WORK**

The main duty of the Program Manager is to ensure the successful planning, implementation, and programmatic and financial monitoring for ICMC's protection, basic needs, and livelihoods projects in line with the donor requirements and ICMC internal policies. S/he is also responsible for leading activities to identify vulnerable Syrian refugees and Jordanians for all ICMC programs.

The Program Manager will manage three Field Managers (Protection, Basic Needs Mafraq, and Basic Needs Irbid), one Team Leader (Livelihoods), and one Communications Officer based in Amman, Irbid and Mafraq offices. The incumbent reports to the ICMC Director for Jordan and Syria. S/he will also be responsible for contributing to project reports (quarterly, intermediate and final) and engage in identifying new program initiatives and strategic approaches for the positioning of ICMC operations in Jordan. The position requires readiness to travel frequently within Jordan.

**KEY ROLES AND RESPONSIBILITIES**

**Program management and strategy:**

- Lead the planning, implementation, and programmatic and financial monitoring of ICMC's protection, basic needs (cash-based interventions and NFIs), and livelihoods project components, in line with the donor requirements and ICMC internal policies.
- Lead identification activities of vulnerable Syrian refugees and Jordanians for all ICMC programs, respecting ICMC's vulnerability criteria;

- Undertake regular verification of all project activities and quality of casework, including through regular site visits.
- Regularly revise ICMC Standard Operating Procedures related to cash/NFIs distributions, home visits, identification, and livelihoods activities, and ensure their appropriate implementation in the field.
- Ensure appropriate implementation and regular mainstreaming of protection principles across all ICMC activities and maintain up-to-date protection curriculum.
- Support ICMC Jordan Communications efforts and project/donors' visibility campaign(s) in close coordination with the Department of Communications in Geneva and in line with the overall ICMC Communications strategy.
- Ensure timely and quality reporting on the project activities and progress on the targets as per the set deadlines, including regular production of narrative and financial project reports in coordination with the Finance Manager and the Program Support Officer;
- Ensure all donor requirements, project goals and objectives are well understood and strictly adhered to by ICMC program staff;
- Develop concept papers, proposals and situation analysis in coordination with the Program Support Officer, and provide overall support during proposal submission as needed;
- Contribute to ICMC's strategic planning in Jordan;

#### **Staff Management**

- Line manages three Field Managers, one Team Leader, and one Communications Officer, and supervises the work of team leaders, a team of caseworkers, social workers, and field assistants operating across Mafraq and Irbid offices;
- Closely supervise, monitor and advise project staff on project implementation;
- Plan recruitment needs and assist with recruitment procedures and on-the-job training;

#### **Coordination and representation**

- Participate in all relevant coordination forums, UNHCR Coordination and Working Groups meetings;
- Represent ICMC in partner meetings as necessary;
- As directed by the Director for Jordan and Syria, initiate contacts with potential partners for project expansion, including faith-based organizations and local NGOs, with a view to explore new areas of operational cooperation with ICMC;
- Maintain regular contacts with ICMC HQ and with ICMC Liaison Offices as appropriate;

#### **Other duties**

- As required, the incumbent will also participate in capacity building, research and assessment efforts and prepare various other documents, including training curricula and meeting minutes;
- Perform any other duties as required by the program.

#### **QUALIFICATIONS AND KEY COMPETENCIES**

- University degree in International Relations, Business Administration, Social Sciences or a related field.
- Minimum 3-5 years of increasingly responsible working experience in the NGO sector, including proven multi-sector (emphasis on protection and livelihoods) and cash-based program experience.
- Previous experience in project implementation and monitoring.
- Prior experience successfully managing culturally-diverse teams to achieve project outcomes.
- Knowledge of institutional donors an asset.
- Prior work experience in the Middle-East and/or proven knowledge of the Middle East region essential.
- Proven knowledge and experience in designing projects and evaluating the needs of refugees, IDPs and migrants.
- Native-level oral and written language skills in English. Arabic language proficiency an asset.
- Ability to work under tight deadlines and with minimal support.
- Strong analytical skills and ability to prioritize tasks;
- Excellent communication and team working skill.



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- Good command of MS Office applications and other computer programs.
- Readiness to travel frequently within Jordan, including in areas bordering Syria.

#### **HOW TO APPLY**

Interested candidates should submit a detailed *Curriculum Vitae*, a covering letter and two professional references with full and up to date contact details via email, to: **vacancy-jo@icmc.net**

**The closing date for receipt of applications is 10/3/2019**

Applications will be evaluated upon reception and interviews with shortlisted candidates may be conducted before the closing date. Referees may be contacted prior to the interviewing stage.

**Owing to the volume of applications, ICMC regrets that only applicants short-listed for an interview will be notified.**

**Please note that applications received after the deadline will not be accepted.**

#### **DATA PROTECTION**

By submitting an application you agree that ICMC collects and manages the information that you provide. Your personal information will be used for recruitment purposes only. Your application will be treated with strict confidentiality.

ICMC is committed to diversity and equal opportunities for applicants and employees. ICMC strives to ensure equal employment opportunities and equal access to employment and does not discriminate on the basis of race, gender, colour, national origin, religion, physical or mental ability, marital status and age. Applications will be treated with strict confidentiality.

#### **CONDITIONS OF CONTRACT**

The person selected for this position will be appointed for a continuing duration contract. Compensation will be commensurate with skills and experience.