

Document Title: Position Description – Program Coordinator				Control Status Vs 1.0
File Name:	Asian Aid - Position Description – Program Coordinator Vs 1.0 – February 2019	Compiled by:	Human Resource Manager	
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Programs

Program Coordinator

Position Description

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Asian Aid

Asian Aid gives hope by fostering permanent positive change in the lives of disadvantaged children and their communities. At Asian Aid, we believe in children and in empowerment. Our vision is that all children, and their communities, are empowered, protected and have full access to their rights. We place the wellbeing of deserving children and communities in Asia at the core of all that we do. We empower disadvantaged children to grow strong for life in families and communities that can support them. We equip children and their communities with the skills and resources they need to break the cycle of poverty. And we have been giving hope to children for more than 50 years.

Purpose of the Role

The Program Coordinator is pivotal in the successful delivery of conclusive, quality assured, timely reporting mechanisms of Asian Aid's program and activities.

As Asian Aid Organisation continues to develop a strong Child Focussed Development (CFD) approach to the design and implementation of projects, so the Program Coordinator will make an important contribution to the expansion of our work in the communities we partner with. Expanding on, and implementing further improvements to existing M&E systems and processes ensuring organisational and legislative reporting requirements are met within Australia and program partner countries alike.

Working closely within a small team and liaising with our international program partners, the Program Coordinator will have day-to-day responsibility for the monitoring, evaluation, learning and accountability tasks that are at the core of our program work.

Reporting Relationships

Reports to	Program Manager
Direct Reports	NA

In the incumbent's absence the responsibility to cover this position lies with the Program Manager

Policies, Procedures and Delegations

- While Asian Aid Organisation Limited ('Asian Aid') Policies and Procedures do not form part of the Position Description, the Program Coordinator is required to act in accordance with them. Asian Aid may, at its discretion, implement, revise or update Policies and Procedures from time to time. The incumbent will be advised when that happens and have access to them.
- Work Health & Safety is seen as a value of the organisation and safe work practices are to be upheld at all times.
- Asian Aid policy on Delegations of Authority provides information pertinent to this role. (Refer supervisor for any Delegation Authority clarification)

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Technical and Behavioural Competencies

Technical Competencies (WHAT the position requires).

Outline 5 – 10 technical competencies based on highest % of time allocation across 1 year.

Proficiency	Explanation detail				
Awareness (A)	Ask About	List, recall, recognise, identify			
Knowledge (K)	Do with Help	Explain how to, define, participate in, contribute to, translate, describe			
Skill (S)	Can Do	Demonstrate, plan, apply, judge, make use of			
Mastery (M)	Adapt/Troubleshoot	Originate, innovate, develop, create, promote			
Technical Competency	% of time allocation (annual)	Proficiency Level			
		Mastery (M)	Skill (S)	Knowledge (K)	Awareness (A)
Reporting Develop responsive and appropriate M&E plans, by establishing and maintaining partner relationships and monitoring progress, planning and implementation, and providing feedback on programs and activities.		√			
Communication / Reporting Establish and maintain feedback mechanisms with partners, ensuring required organisation and legislative documentation is received and recorded in alignment with current implementation strategy and future programming.		√			
Quality Assurance Develop quantitative and qualitative data collection and analysis tools to ensure comprehensive organisational and legislative reporting is received in alignment with current organisational goals.			√		
Monitoring / Quality Assurance Maintain and monitor program delivery ensuring the database has accurate and up to date program information. Facilitate ongoing meetings with fellow team members to discuss ongoing improvements to systems and processes.			√		
Accountability Strengthen program accountability and facilitate regular feedback-loops between program			√		

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partners, beneficiaries and the organisation					
<p>Analysis</p> <p>Develop and provide analysis of program based logical and conceptual frameworks.</p> <p>Inclusive of:</p> <ul style="list-style-type: none"> Program implementation progress reporting to Programs Manager / CEO Plan and facilitate internal staff learning opportunities learnt from MEAL program feedback. Communicate lessons learnt, successes and future program improvements opportunities. 			√		
<p>Relationships / Training</p> <p>Facilitate training with local partners in developing and maintaining M&E plans and systems within each project, ensuring that partners are equipped to implement the plan and maintain the system ongoing.</p> <p>Design and conduct training programs when needed, supporting local partners to strengthen their capacity, enabling self managed effective, timely and accountable project monitoring and evaluation work.</p>			√		
<p>Reporting / Accountability</p> <p>Ensure the accuracy, relevance and timeliness of data is received on internal and external reports to donors, local government units, partners and beneficiaries.</p> <p>Inclusive of:</p> <ul style="list-style-type: none"> Comprehensive reporting (periodic allocation of funding for program activities –Grant Release Requests) to Program Manager Quarterly program and activities reporting Annual Program and activities Reporting 			√		

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Networking Maintain networks with other child focused and child rights organisations to ensure we observe Industry quality standards and ensure good practices. This includes utilising various communication methods (Face to face, email, webinars, etc) as a means to interact with key individuals and relevant working groups and communities of practises. (Location dependant)			√		
Attend and participate in staff, WH&S and team meetings.			√		
Take responsibility for general office duties, for supporting other team members as needed and for providing training for other team members as required.			√		

Behavioural Competencies

(HOW the position is delivered).

Note - Level 1 is the highest level of competency required

Core Behavioural Competency	Proficiency			
	Level 1	Level 2	Level 3	Level 4
Core (Refer to the Asian Aid Behavioural Competency Dictionary for detail and proficiency levels. There are varying numbers of proficiency levels within Behavioural Competencies and the four core competencies below have proficiency levels set for the <u>Program Coordinator</u> position. This area is under development and further non-core competencies will be added in the future if positions require them.)				
Organisational Commitment/Ethical Behaviour This competency is about aligning one's own behaviour with the needs, priorities and goals of the organisation, as well as promoting organisational goals to meet organisational needs. It includes acting in accordance with organisational decisions and behaving with integrity. It may appear as putting an organisational mission before personal preferences.		√		
Accountability Personal accountability is having a clear understanding of what needs to be achieved and to accept full responsibility for delivery. Holding self and others accountable includes ensuring outcomes (including by whom and by when) are clearly defined and team members deliver on results.		√		
Relationship Building		√		

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<p>Building relationships is at the heart of caring for individuals. It is taking the time listen, understand and appreciate the other's point of view and motivation, explore common ground and needs, provide clarity, encouragement, mentor and challenge as appropriate. This competency includes two areas:</p> <ul style="list-style-type: none"> • Interpersonal understanding which is the ability to accurately hear and understand the unspoken or partly expressed thoughts, feelings and concerns of others. It measures depth of understanding of others. • Listening and responding which refers to the way people acquire and use interpersonal understanding to shape their own responses. 				
<p>Customer Service Orientation</p> <p>Customer service understands and anticipates the needs of our customers, knows what we can deliver and works to satisfy those needs by always doing what we say we will. Customer service takes responsibility for ensuring all interactions, processes and practices deliver high levels of customer service.</p>		√		
Non – Core Behavioural Competency	Proficiency			
	Level 1	Level 2	Level 3	Level 4
The following non-core competencies are required by the <u>M&E Coordinator</u> position. This area is under development and further non-core competencies will be added in the future if positions require them.				
<p>Analytical Thinking</p> <p>Analytical thinking is the ability to comprehend a situation by breaking it down into its components and identify key or underlying complex issues. It implies the ability to systematically organise and compare the various aspects of a problem or situation and determine cause-and-effect relationships.</p>		√		

Position Description Scope

This Position Description sets out the primary responsibilities of the position and is not intended to be all-inclusive. The incumbent may perform other related duties as may reasonably be required to meet the ongoing needs of the organisation.

Performance Assessment

Performance will be reviewed on a regular basis between position incumbent and their supervisor. Assessment will be based on the Technical and Behavioural Competencies in the Position Description as well as any specific Key Performance Indicators or Major Goals pertaining to the review period.

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Development Planning

Development needs which are identified through the above Performance Assessment process will populate into a Development Plan for the incumbent.