

JOB DESCRIPTION

ROLE: PROGRAMME COORDINATOR

OVERVIEW OF SAGO NETWORK

Sago Network is a not-for-profit, non-government organisation that has been working in Papua New Guinea (PNG) since 2008. Our aim is to strengthen lives in PNG by improving water, sanitation and hygiene standards at a community level. Sago Network partners with local communities in PNG to address basic access to safe drinking water and safe sanitation.

Sago Network's programmes are focused on partnerships with rural and coastal communities who are committed to effecting positive change in their villages. Each project and programme undertaken by Sago Network aims to place local people at the centre of their own development process. Communities are empowered with the decision-making ability to shape the project or programme's core objectives and are encouraged to make a meaningful contribution toward their achievement. The team values process and professionalism as highly as product, always seeking to undertake a process that is inclusive and capacity-building in nature.

Sago Network prides itself in being an efficient, nimble and innovative organisation that delivers professional and impactful programmes to PNG rural communities in need. Our current programmes include:

- Community lead water and sanitation programmes
- The development and distribution the Sago Dry Toilet (SDT), dehydration toilet system
- Planning and strategic consultancy
- Participation in the Aerial Health Patrol Programme - Western Province

ABOUT THE AERIAL HEALTH PATROL

Sago Network is partnering with Papua New Guinea Sustainable Development Program (PNGSDP) to develop, implement and manage the WASH programme that is carried out as part of the wider Aerial Health Patrol (AHP) service. Other AHP partners include Marie Stopes, Australian Doctors International (ADI) and MAF. AHP is currently partnering with 30 rural villages in Western Province, carrying out regular patrols whereby each of our partnering communities is visited by a patrol team every 10 weeks on an ongoing basis.

The Aerial Health Patrol's objective is to improve health outcomes in Western Province by focusing on primary health care initiatives. This is achieved through mobile health patrols that access remote locations using an aircraft. The core services within patrol teams include:

- Community engagement & development (Sago Network)
- Primary health care for rural communities
- Delivery of drugs and other medical supplies to local health facilities
- WASH (water, sanitation & hygiene) programmes (Sago Network)
- Family planning
- Data collection and reporting
- Support and capacity building for locally based health workers and leaders
- Limited medical evacuations

JOB SUMMARY

The Programme Coordinator will be employed by Sago Network, working within the AHP programme to oversee, manage and carry out a comprehensive WASH and health programme in Western Province, Papua New Guinea. The Programme Coordinator will work closely with the Sago Network CEO and WASH Manager to strategise, strengthen and develop the AHP WASH programme over time.

The Programme Coordinator will be required to innovatively write new chapters of the rural WASH Programme, building upon work that has already been carried out. The role will oversee all practical and daily elements of the programme, ensuring standards, requirements and quality is upheld at all times by the Sago Network WASH team in the field. The role will include financial responsibilities and programme budget management as well as the oversight of data collection, water testing and reporting using the mWater system and M&E databases. The Programme Coordinator will also oversee all logistical elements of the programme and manage the procurement and transport of programme materials.

The Programme Coordinator will manage a team of 10 – 20 PNG staff and will thus require experience in managing intercultural teams, across countries and locations. The role will also oversee recruitment, induction and training of new staff as the service expands.

The Programme Coordinator will report directly to the CEO and will be a key conduit of communication between the AHP WASH team, PNGSDP, other AHP partners and Sago Network senior management. Within the PNGSDP - Sago Network – AHP partnership, the Programme Coordinator will be Sago Network’s main management representative, acting as the key contact person for partnership correspondence. The Programme Coordinator will also represent Sago Network at partner meetings, interagency gatherings, cluster meetings and relevant networking and sector events.

The role will be based out of the Sydney office but will require frequent travel, usually every 1 – 3 months between Australia and PNG, as well as travel into remote and isolated locations when in PNG. At times the Programme Coordinator will travel via small aircraft, dinghy, 4WD and helicopter and stay in rural communities with very simple living conditions and limited access to basic services. Trips in PNG are usually between 1 – 2 weeks in length but may at times vary between 3 – 4 weeks depending on the need.

OVERVIEW OF MAJOR RESPONSIBILITIES

- Oversee, manage and carry out the AHP WASH programme
- Write and develop the WASH programme plan and coordinate its implementation incorporating relevant frameworks and methodologies including Healthy Island Concepts, Participatory Development, Community Led Total Sanitation (CLTS) and Gender Equality and Social Inclusion principles (GESI)
- Manage and lead the Sago Network AHP WASH team, including recruitment, training and staff development
- Practice, implement and develop team members to carry out Sago Network and AHP policies, procedures and processes. Contribute to writing and updating relevant policies, procedures and processes
- Manage AHP WASH budgets
- Oversee infield data collection, testing, monitoring, evaluation and reporting as per Sago Network and AHP requirements
- Manage the PNGSDP/Sago Network relationship as well as other relevant partnerships within AHP
- Represent Sago Network at partner meetings, interagency gatherings, cluster meetings and relevant networking and sector events
- Oversee all logistical elements of the programme and manage the procurement and transport of programme materials
- Strategies, strengthen and develop the AHP WASH programme over time bringing innovation to the space
- As needed, assistance in other areas of the organisation such as, but not limited to, in the field assistance with Sago Dry Toilet sales, meetings, general networking, logistics, visiting and assessments of communities or presentations

STAFF MANAGEMENT RESPONSIBILITIES

- Provide management and supervision support to Sago Network AHP employees, contributing to the ongoing development of the team’s culture, philosophies of community development, day-to-day practices, and development of expertise amongst its members
- Lead a team that is inclusive, creative, high performing, passionate, able to work comfortably within the core principles of Sago Network and who support our committed approach to community development while fulfilling their roles within the wider AHP team
- Maintain a healthy staff team and provide care, leadership and support for the infield staff and WASH managers
- Promote and ensure adherence to policies and procedures, making sure they are understood and practiced by all Sago Network AHP staff
- Monitor and manage allocation of staff, activities and resources to support delivery of the AHP WASH programme
- Identify and recommend opportunities to increase team satisfaction
- Develop and nurture healthy working relationships with representative of other service providers who are part of the wider AHP team
- Regularly report to the CEO on items including, but not limited to, programme updates, programme developments and progress, programme issues such as resourcing needs, performance, training/development, disciplinary action, leave, work, health & safety issues etc.
- Attend and participate in all scheduled or mandatory meetings, training and activities with the AHP patrol team and with the wider Sago Network team
- Contribute as a team player with a positive can-do attitude, taking initiative to complete group and individual tasks
- Manage patrol schedules. Develop and manage staff schedules and rosters
- Remain focused independently while communicating effectively with a wider team
- Manage staff files and human resource needs including staff attendance and leave requests
- Oversee staff’s use of IT equipment, providing appropriate training to new employees and ensuring equipment and materials are being used appropriately and are being taken care of

OPERATIONAL RESPONSIBILITIES

- Write, develop and update the AHP WASH programme plan, incorporating community led WASH development into all elements of the programme
- Participate in and attend AHP patrols, observing strengths and weaknesses in how staff implement the AHP WASH programme. Develop training and programme improvements based on observations
- Oversee and supervise the AHP WASH programme delivery, ensuring quality is always maintained
- Assist with logistics and the procurement of AHP WASH materials and supervise WASH staff in the use and distribution of AHP WASH materials
- Take initiative to write, development, review and provide feedback on processes, policies, procedures and documents relevant to the AHP programme and Sago Network to ensure that all work and programme practices are in harmony, relevant and are up to date
- Work closely with the WASH Manager to implement, update and strengthen the AHP community engagement process ensuring all WASH staff are trained to understand and implement the process
- Ensure all data collection, testing and reporting is timely and in line with organisational requirements
- Evaluate needs for WASH interventions at household, community and institutional levels and shape the WASH Programme Plan around identified needs
- Foster and maintain positive stakeholder relationships, representing Sago Network in sector activities and initiatives such as interagency, cluster meetings, partner meetings, sector and aid forums as required
- Be an advocate of the Sago Network brand, ensuring brand compliance and use of correct templates
- Contribute to the achievement of the broader plans and aspirations of Sago Network
- Perform effectively in environments with frequent workload changes and competing demands

FINANCIAL RESPONSIBILITIES

- Write, develop, update and manage programme budgets in both AUD and PGK
- Work responsibly in relation to budgets and Sago Network assets and assist staff to do likewise
- Uphold transparent and accountable financial management processes at all times
- Follow processes and guidelines for accounting all Sago Network monies spent, keeping and uploading tax receipts for every transaction, completing accounting logs and reporting appropriately
- Where relevant and necessary, review income & expenditure statements and advise CEO of any concerns or anomalies

PROFESSIONAL RESPONSIBILITIES

- Practice within the guidelines described in the Sago Network code of conduct and other statutory requirements
- Practice and administer Sago Network's core principles, policies, procedures and processes and other relevant documents to the AHP WASH team
- Demonstrate responsible stewardship of all Sago Network resources
- Ensure the reputation and integrity of Sago Network is maintained at all times
- Maintain confidentiality

ESSENTIAL SKILLS, KNOWLEDGE AND ATTRIBUTES

- Qualifications and experience relevant to leading teams and managing aid and development projects and programme's
- Experience relevant to carrying out WASH projects and programme's at a community level
- Demonstrate an ability to be flexible, innovative and targeted
- Demonstrate a professional manner as well as patience to work in differing environments
- Knowledge, experience and enthusiasm for the WASH and aid/development sector
- Commitment to practice and implement Sago Network's core principles, policies, procedures and processes
- Experience in programme writing and project/programme management
- Ability to work within and implement community development processes, frameworks and methodologies including Healthy Island Concepts, Participatory Development, CLTS and GESI principles
- Ability to lead, manage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- Experience in mentoring and building the capacity of colleagues and community members
- Relates well to a range of people with sound listening and problem-solving skills with a focus on developing individual capacity of all team members without favor or preference
- Experience in recruiting and managing staff including overseeing staff supervision, performance management and disciplinary action when needed

- Ability to articulate both short and longer term/more complex responses to community WASH challenges
- Ability to manage and form community processes for engagement
- Demonstrated skills in conflict resolution, change management and financial management
- Demonstrated ability to work unsupervised as well as participating as an effective team player with a positive can-do attitude
- Displays emotional maturity and resilience
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- Strong efficiencies in conducting assessments, report writing and carrying out monitoring and evaluation tasks
- Thorough attention to detail
- Ability to manage and organise one's own schedule as well as writing team rosters and managing team schedules, remaining focused independently while communicating effectively with a wider team
- Excellent written, oral, public speaking and presentation capabilities, including fluency in English
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all communities and people that Sago Network interacts with
- Proficient computer skills in Microsoft Office
- Ability to frequently travel, usually every 1 – 3 months, between Australia and PNG where trips are usually 1 – 2 weeks in duration but may range between 3 – 4 weeks depending on need. Ability to travel via small aircraft, dinghy, 4WD and helicopter and stay in rural communities often with simple living conditions and limited access to basic services. Ability to travel into remote and isolated locations when in PNG

DESIRED SKILLS, KNOWLEDGE AND ATTRIBUTES

- Prior working experience in Papua New Guinea
- Ability to speak Tok Pisin
- Time spent living in PNG or another country managing development projects
- Experience in using Xero and Receipt Bank accounting systems
- Experience in using mWater for monitoring and evaluation and InDesign for report writing