

AVI Position Description –

POSITION TITLE: Program Manager – Sri Lanka	CLASSIFICATION: LKR 260,000 - 270,000 Per month	PROGRAM: Australian Volunteers Program	DATE: June 2021
LOCATION: Colombo, Sri Lanka	REPORTS TO: Regional Director: South Asia and Africa	POSITIONS REPORTING TO THIS ONE: 1x Program Administration Support Officer	
ORGANISATION <p>AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific and the world. AVI believes in self-determination with locally owned and led change. We work for a peaceful, sustainable and just world by partnering with people and organisations to share skills, knowledge and experience to achieve the positive change and development goals they seek.</p> <p>As an international development not-for-profit with 150 staff, AVI has offices in Melbourne and 22 countries internationally supporting students, volunteers and mentors in 28 developing countries.</p>			
KEY OBJECTIVE: <p>The Program Manager is responsible for overseeing and managing the day-to-day operations of the Australian Volunteers Program in Sri Lanka. The role contributes to program development, partnerships development, partner organisation engagement and ensures that volunteers receive high quality and responsive support throughout the duration of their assignment.</p>			
RELATIONSHIPS AND INTERACTIONS: Internal <ul style="list-style-type: none"> • Australian Volunteers Program leadership team • South Asia and Africa Regional Director External <ul style="list-style-type: none"> • DFAT Post • Relevant Ministries and Embassies • In-country partner organisations • Program participants • In-country service providers 		PHYSICAL DIMENSIONS: This role requires the ability to: <ul style="list-style-type: none"> • Sit or stand for long periods, as well as regular bending, crouching and reaching. • Use an appropriate lifting technique to manually handle office files and items. • Operate a computer accommodating reasonable adjustments. • React to a display (computer screen) throughout the workday. • Use a telephone within reasonable adjustments (including use of headset). 	

<p>DECISION MAKING: Under the direction of the Regional Director South Asia and Africa this role will manage day to day activities, staff, and budgets in line with the Australian Volunteer Program annual plan and AVI's organisational imperatives.</p>		<p>POSITION DIMENSIONS: This role will be responsible for managing 1 direct report.</p>
<p>VALUES: We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice Diversity and Inclusion Integrity Partnership Solidarity Respect</p>		
<p>KEY CHALLENGES</p> <ul style="list-style-type: none"> • Effective management of multiple concurrent projects and competing priorities 		
<p>KNOWLEDGE AND EXPERIENCE REQUIREMENTS</p> <p>Experience, Skills & Attributes</p> <ul style="list-style-type: none"> • Strong interpersonal and stakeholder management skills, including the capacity to initiate and maintain open and constructive conversations in an international context. • Well-developed administrative, financial (including budget management) and organisational skills coupled with strong computer literacy. • Ability to identify key stakeholders, network effectively and build strong reciprocal relationships. • Exceptional written and verbal communication skills with fluency in English • Ability to take initiative, be flexible and self-motivated in work practices, set priorities for self and others and meet deadlines. <p>Knowledge and demonstrated experience in:</p> <ul style="list-style-type: none"> • Demonstrated program management experience, including operational program planning, risk and critical incident management, program implementation and monitoring. • Budget development and monitoring experience. • Experience working within an international government or multi-lateral funding environment coupled with an understanding of Public Diplomacy principles • Experience in partnerships development and engagement. • Previous staff management experience, and provision of pastoral care and wellbeing support around sensitive issues. • A high level of cross-cultural awareness and demonstrated experience working with people from different cultural backgrounds. • Strong knowledge of international development issues and challenges and an in-depth understanding of the history, culture and political system of Sri Lanka. • Understanding of and commitment to AVI's Vision and Values, Child Protection and Privacy principles <p>Qualifications Relevant tertiary qualifications and/or extensive experience in a similar role.</p>		
ACCOUNTABILITIES		
KEY RESULT AREA	KEY ACTIVITIES	
<p>Program Planning and Reporting</p>	<ul style="list-style-type: none"> • In collaboration with the Regional Manager: South Asia and Africa to develop country specific strategies and plans including the Sri Lanka Country Program Plan 	

	<ul style="list-style-type: none"> • Develop and implement a Sri Lanka Partner Organisation Engagement, Development and Support Plan and related progress and outcome reports. • Prepare regular and ad hoc reports for management identifying achievements, opportunities, trends and issues that may impact on Australian Volunteers Program activities in Sri Lanka, providing appropriate recommendations. • Periodically review operational plans and budget for the Sri Lanka Office and manage and monitor their implementation. • In collaboration with Child Protection and Safeguards Advisor, coordinate the work of Child Protection Focal Point personnel to drive the achievement of Child Protection objectives within the Sri Lanka program
<p>Partner Organisation Engagement/ Program Development</p>	<ul style="list-style-type: none"> • In line with the Sri Lanka Partner Organisation Engagement, Development and Support Plan and in discussion with the Regional Director identify potential Partner Organisations. • Reach out to potential partner organisations to share information about the program and encourage engagement with the program. • Receive and review applications from Partner Organisations, ensuring a transparent and accountable process is applied to decision making. • Review and assess partner organisations capacity and identify their capacity and skills needs. • Provide support and capacity development processes for Partner Organisations to enhance the quality of the volunteer experience. • Work with partner organisations to support Australian Volunteers Program Public Diplomacy objectives • Work closely with Partner Organisations to develop quality volunteer assignments which align with capacity development principles and meet the needs of the Partner Organisation. • Support the Partnerships team to facilitate meaningful linkages between Partner Organisations and Australian Organisations as appropriate • Nominate successful program participants for placement to Partner Organisations. • Liaise with central authorities and agencies to ensure permits and accreditation are acquired and arranged in a timely manner
<p>Volunteer Support Services</p>	<ul style="list-style-type: none"> • Develop and oversee a consistent approach to the management and support of program participants. • Manage and monitor volunteers, ensuring they abide by the Australian Volunteers Program Code of Conduct and other required standards. • Prepare and update volunteer support materials including local guidance notes and other country-specific information. • Develop and implement the Country Orienteering Program (COP) and ensure volunteer induction is comprehensive and engaging. • Develop Sri Lanka specific material for the Australian Volunteers Program Flexible Learning Exchange (such as content for the Global Webinar Series or subject specific webinars) but also in relation to In-Country Annual Meetings (or the remote equivalent) and Partner Organisation workshops

	<ul style="list-style-type: none"> • Liaise with Melbourne Office staff to ensure that volunteer allowances and processed in a timely manner. • Respond to inquiries and requests for support from volunteers, escalating to Regional Director or Melbourne staff as appropriate. • In consultation with the Regional Director, coordinate early returns or placement extensions for program participants as required. <p>Ensure all volunteer related information is accurate, comprehensive and recorded in an accurate and timely manner.</p>
<p>Risk Management</p>	<ul style="list-style-type: none"> • Provide and maintain a comprehensive and high-level field risk assessment and related security advice for Sri Lanka. • Develop and regularly update a security plan for Sri Lanka and ensure volunteers are aware of and understand the implications of the plan. • Develop and implement contingency plans for specific (anticipated or actual) risk events. • Engage with DFAT Post and Partner Organisations to analyse and document risk at all levels of the program in country. • Monitor volunteer wellbeing, identify signs of difficulty, take steps to alleviate where possible and alert Regional Director and Global Risk and Security Advisor as appropriate. • Coordinate and facilitate pastoral care support and intervention for program participants on placement as required. • Manage critical incidents and other sensitive or challenging volunteer management issues, escalating to the Regional Director as appropriate. • Liaise with Australian Volunteers Program emergency medical provider regarding effective management of critical incidents involving volunteers. • Ensure that 24-hour emergency support is provided year-round.
<p>Monitoring, Evaluation and Learning (MEL)</p>	<ul style="list-style-type: none"> • Execute Monitoring, Evaluation and Learning requirements and activities in line with Australian Volunteers Program MEL Framework, ensuring all required inputs are captured and reported on. • Work closely with Partner Organisations to facilitate a shared understanding of MEL processes and requirements and support Partner Organisations in delivering these as required. • Provide input to the continuous improvement and redesign of MEL tools and processes. • Work with MEL colleagues to develop reports as required.

<p>Public Diplomacy/ Representation</p>	<ul style="list-style-type: none"> • Support and coordinate Public Diplomacy activities in Sri Lanka and contribute to in-country Public Diplomacy plans in collaboration with the Regional Director and Melbourne-based team. • Act as an ambassador for the Australian Volunteers Program, representing the program and brand to DFAT Post, current and potential Partner Organisations, multi-lateral organisations in country and other relevant stakeholders including the government of Sri Lanka. • In collaboration with the Partnerships team and other team members as relevant, investigate and document new and innovative ways to deliver the Australian Volunteers Program.
<p>Teamwork</p>	<ul style="list-style-type: none"> • Develop and maintain proactive and productive working relationships with both internal and external stakeholders. • Communicate information as appropriate with relevant team members and to ensure they have up to date information. • Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise. • Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI.
<p>ADDITIONAL REQUIRMENTS:</p> <ul style="list-style-type: none"> • Out-of-hours work will be required, particularly in response to critical incidents as part of the escalation hierarchy. • Some domestic and international travel will be required. • An offer of employment to this role is subject to a satisfactory criminal record check. • Continued employment may be subject to additional security checks from time-to-time. 	