

JOB DESCRIPTION: PROGRAMME MANAGER

December 2018

OVERVIEW

Under the direct supervision of the Executive Director, the Programme Manager is responsible for developing, planning and implementing of programmes for residents of the Refuge and their children and other beneficiaries of WAO's services.

The Programme Manager is also responsible for, together with the Shelter Staff, the management of the shelter and ensuring that residents' daily needs are fulfilled. The Programme Manager is also responsible for sourcing and networking with organisations or volunteers to implement relevant programmes. The Programme Manager is based at the Refuge and works closely with Case Manager, Shelter Staff, Social Workers and Child Care Centre Manager. WAO's programme adopts a rights based and empowerment approach.

KEY RESPONSIBILITIES

Development Of Programmes For Beneficiaries Of WAO's Services (25%)

- In alignment with WAO's Core Values, Mission and Vision to develop and plan programmes for the beneficiaries of WAO's services focusing on empowerment and wellbeing.
- Conduct a programme assessment needs for residents and children staying at the Refuge and their children; as well as other beneficiaries.
- Source from and network with the relevant organisations, volunteers or agencies to develop and implement appropriate programmes.

Implementation, Monitoring And Measurement Of The Programmes (25%)

- Coordinate the schedules of programmes being conducted and inform Social Workers on the planned activities.
- Collate feedback from the participants and monitor the outcome and impact of programmes conducted.
- Report on the programme outcome and prepare reports for internal meetings, donors and other third parties.
- Manage and keep track of programme budget.
- Source for necessary materials and upkeep storage to ensure that materials are sufficient.
- Conduct and facilitate sessions with beneficiaries on various topics.
- Liaise with and conduct briefings with volunteers and interns who are conducting the programmes and provide feedback.

Shelter Management (50%)

- Responsible for the overall house management issues to ensure that daily operation of the shelter are run smoothly.
- To maintain and upkeep the shelter i.e. identifying the needs for repairs, renovations, installation, etc.
- Supervises the shelter staff, conduct regular house meetings to address house issues and/or provide updates to the residents.
- Ensures the cleanliness and orderliness of the shelter.

- Maintain regular communications with the women and ensure their basic needs are met.
- Maintain the supply management for shelter eg groceries etc.
- To be available in case of emergency.
- Carry out any other requests or directions decided upon by the Executive Committees, Executive Director.

REQUIREMENTS

Knowledge, Skills and Abilities

- Strong commitment to feminist principles and WAO vision, mission and core values.
- Strong project management skills, ability to plan and multitask to meet deadlines.
- Good specialist knowledge of gender issues with a specific focus on the protection of domestic violence victims-survivors.
- Good listening skills, compassionate and a strong commitment towards empowering Clients to achieve goals and improve her wellbeing.
- Good writing skills and ability to prepare periodic reports for reporting purposes.
- Non-judgemental and ability to adopt a survivor-centred approach.
- Ability to work within a framework of social work ethics and values and an ability to reflect on practise.
- Ability to work with diverse people, communities, and cultures, with an understanding of cultural awareness practises.
- Ability to work under stress and possess healthy coping mechanism when dealing with stress.

Experience, Education and Training

Any combination of education, work experience and training which substantially provides the knowledge, skills and abilities as stated in this job description. Examples are as follows: Bachelor's Degree in Social Work, Counselling, Psychology, Communications, Event Management or other relevant discipline with or without relevant experience.

HOW TO APPLY

Send your CV and cover letter to info@wao.org.my by 31 December 2018. Shortlisted candidates will be notified. Call 03 7957 5636 for questions.

ABOUT WOMEN'S AID ORGANISATION (WAO)

Since 1982, Women's Aid Organisation (WAO) has provided free shelter, counselling, and crisis support to women and children who experience abuse. We help women and their children rebuild their lives, after surviving domestic violence, rape, trafficking, and other atrocities. Learning from women's experiences, we advocate to improve public policies and shift public mindsets. Together, we change lives.

Call the WAO Hotline at 03 7956 3488 or SMS/Whatsapp TINA at 018 988 8058 if you or someone you know is experiencing abuse. For more information, visit wao.org.my.