

## **Job Description : PROGRAM CO-ORDINATOR**

Updated as of April 2020

### **OVERVIEW**

The Programme Co-ordinator is part of WAO's Services – Programme Team. He/She will work closely with the Case Management Team and the Shelter Team. The Programme Coordinator reports directly to the Head of Programmes and is Programmes Team is overseen by the Services Director.

### **KEY RESPONSIBILITIES**

#### **Development Of Programmes For Beneficiaries Of WAO's Services**

- In alignment with WAO's Core Values, Mission and Vision to execute and assist with the planning and development of programmes for the beneficiaries of WAO's services focusing on empowerment and wellbeing.
- Assist Head of Programmes in conducting programme assessment needs for residents and children staying at the Refuge as well as WAO Child Care Centre Clients.
- Assist with the coordination of related activities which have been put in place for both Adult and child clients.

#### **Implementation And Facilitation Of The Programmes (40%)**

- Manage, coordinate and monitor programmes under the supervision of the Head of Programmes and ensure seamless information sharing with other services colleagues.
- Facilitate the day-to-day management of the program; program scheduling and logistical needs for program related tasks
- Collate feedback from the beneficiaries i.e. the women and children and report outcome and impact of programmes conducted.
- Collate feedback from the outsourced service providers via monitoring mechanisms which are in place.
- Create and maintain comprehensive program documentation, plans, reports and statistical analysis for internal meetings, donors and other third parties.
- Identify gaps in co-ordination with the Service Providers, Beneficiaries, Case Manager and Operations Manager among other things.
- Source for necessary materials and upkeep storage to ensure that materials are sufficient.
- Liaise with the Volunteer Coordinator for programmes involving clients and volunteers/interns who are conducting the programmes and provide feedback to report back to the Head of Programmes.
- Capture lessons learnt during program implementation.
- Develop a program monitoring plan and undertake monitoring in line with the monitoring plan and against the approved work-plan and budget