

Program Coordinator - Helpline

PURPOSE OF THE POSITION

As the Program Coordinator - 1-Tok Kaunselin Helpim Lain, you will work directly with the 1-Tok Helpline team and key provincial and national stakeholders in order to achieve strengthened services and increased access for survivors of gender-based violence (GBV). You will be working to support a capable and coordinated GBV support sector, including greater integration of 1-Tok helpline. You will strengthen the capacity of key partners to ensure quality GBV response and referrals.

KEY DUTIES

- Provide technical support to key partners to support quality GBV responses and referrals to the helpline including the delivery of trainings to the key GBV response personnel.
- Foster and maintain positive relationships with local communities, NGOs, national and provincial government and civil society and develop alliances with those providing GBV support working in the field to enhance coordination with helpline and streamlined pathways for survivors.
- Liaise with key stakeholders to develop agreements on referral pathways and survivor-centred satisfaction of the entire intake, intervention and referral pathway.
- Plan and lead community-based activities (outreach activities) including capacity strengthening, and program planning development in the field.
- Liaise with key stakeholders to build the helpline and CFPNG visibility and acceptance within local communities as well as with relevant CFPNG staff to ensure programmatic synergies.
- Collaborate and coordinate with helpline counselling team, including improvements for database, minimum standards and referral protocols and coordinate collection of feedback on helpline services.
- Develop workplans and support monitoring and evaluation tasks including report compilation and achievement of project deliverables in terms of cost, time and quality.
- Manage and coordinate the service directory as a valuable tool for the helpline and the sector.
- Ensure compliance with CF policies and procedures.

QUALIFICATIONS & EXPERIENCE

- Bachelor's degree in social work, gender and development studies or other relevant discipline.
- 5+ years' proven experience in project implementation, planning, coordination, with increasing responsibility in roles undertaken.
- Proven experience in facilitating training and capacity building.
- Project management experience in a leadership role
- Experience in direct provision of support for survivors of gender-based violence.
- Understands and applies survivor-centred approach.
- Understanding of quantitative and qualitative methods of monitoring and evaluation
- Strong understanding of gender-based violence and Child protection, contemporary practices and key stakeholders in these sectors.

DESIRABLE

- Experience in implementing disability and social inclusion initiatives.
- Experience managing GBV and CP response services and/or as service provider delivering services to survivors.
- Experience in working with NGOs in cross-cultural setting.

Remain alert and responsive to any child safeguarding or sexual exploitation, abuse or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.

SKILLS

- Strong team player with good communication skills
- Adaptable and flexible, driving and responding to change
- Strong leader and role model, supporting others in achieving their goals
- Maintain a high level of confidentiality and credibility
- Self-starter, strong organisational and planning skills
- Non-judgement outlook and willingness to work with all kinds of people
- Understanding development in country context and child-focused development programs

CHILD FUND AUSTRALIA'S VALUES

Commitment to ChildFund Australia's values –
Respect, Integrity, Collaboration, Change,
Empowerment & Excellence

Department: Program

Location: Helpline Office, ChildFund Papua New Guinea

Employment: Full-time, Initial two-year employment agreement, with possible option to extend upon mutual agreement.

Reports to: Program Manager- Gender and Protection

Other Information: Appointment to this position is dependent upon successful completion of criminal background and reference checks.

Please apply at: www.childfund.org.au/work-with-us



ORGANISATIONAL CONTEXT

ChildFund Papua New Guinea is registered local NGO and – an independent and non-religious international development organisation that works to reduce poverty for children in developing communities.

ChildFund Papua New Guinea is part of the ChildFund Alliance – one of the world’s oldest and most experienced child-focused development agencies. With a global network of 11 organisations, the ChildFund Alliance assists more than 14 million children and families in over 60 countries.

ChildFund began work in Papua New Guinea in 1994, and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children’s rights. Projects are implemented in the Central Province and National Capital District. With a focus on maternal and child health, including TB, immunisation, nutrition and water and sanitation; education through the Child-Friendly School framework; child protection and resilience against family and sexual violence; ChildFund PNG also priorities climate change and disaster preparedness. In 2015, ChildFund PNG established the country’s first ever Family and Sexual Violence Counselling Hotline which operates in Port Moresby and provides national coverage for survivors.



HOW WE VALUE YOUR CONTRIBUTION

Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 20 days of paid annual leave. You are also entitled to sick leave, maternity leave, parental leave and compassionate leave.

Health Insurance & Bonus

All employees are covered under a Life Insurance Corporation (PNG) Limited. This health insurance cover is also extended to nominated family members depending on staff tenure with the organisation.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

OUR VISION: A world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future”

OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund PNG you will be contributing to every child being able to play, learn, and grow.