



Job Title:	Country Program Director
Employment Category:	Regular, Full-time
Place of Work:	Phnom Penh, Cambodia
Reports to:	Regional Program Manager
Reporting to position:	Program Coordinator (x2), Admin & Finance Officer + Indirect Reports
Budget Responsibility:	\$900k
Travel Expectations:	25%

Who We Are:

Seva is a global nonprofit eye care organization that transforms lives by restoring sight and preventing blindness. Since 1978, Seva has provided sight-saving surgeries, eyeglasses, medicine, and other eye care services to more than 57 million people in underserved communities around the world. Globally, at least 2.2 billion people have a vision impairment, and of these, at least 1 billion people have a vision impairment that could have been prevented or is yet to be addressed. Our programs have been instrumental in making eye care available to those who can't afford it. They are driven by 4 pillars - establishing self sustaining vision centers, eye care for kids, bringing the best in technology, and training & job creation. Seva believes that restoring sight is one of the most cost effective ways to relieve suffering and reduce poverty. When a blind person gets her sight back, she can go back to work, earn and support her family. In more than 20 countries, Seva has helped nearly 7 million people who were blind to regain their sight.

Seva has been working in Cambodia since 1999 with the country office being established in the year 2002. Seva works in multiple provinces throughout Cambodia with partners including the Ministry of Health, government-operated eye clinics, and health facilities as well as not-for-profit hospitals.

Function:

This is a leadership role with direct supervision of 4 full-time staff based in Cambodia along with direct supervision of field workers through program coordinator. The role provides overall strategic direction to the country program with a focus on quality, efficiency and dignity impact. The role is tasked with the implementation of all program efforts, including the quality of program work, identification of new initiatives, day-to-day management of program activities, building and maintaining partnerships, and evidencing our work. With the support of the country team, the role oversees implementation, partner relations, fund utilization, new initiatives and measurement of impact implemented through a responsive process of planning, executing, and assessing guides the program implementation work.

Role:

The Country Program Director, Cambodia plays a vital role, leading an expanding portfolio of programs in the country. The CPD oversees Seva's investment and collaboration with partners in Cambodia. He/she is responsible for preparing donor reports and communication, documenting the learning in the region, as well as representing Seva at key coordination meetings and sourcing potential collaborations in other complimentary sectors (female empowerment, job creation, employment, poverty). The role includes regular travel to partner hospitals and eye care centers across the country.

Key Responsibilities:

1) Operations Management and Program Development

- Oversee the management of ongoing initiatives in Cambodia.
- Coordinate with current Seva partners (NPEH as well as Hospitals and Clinics in the Provinces where Seva works).
- Develop and maintain relationships with Cambodia government in support of Seva's programs.
- Support grant prospecting and proposal development for Cambodia, including sourcing potential collaborations in other complimentary sectors.
- Establish and strengthen the monitoring and evaluation activities in consultation with Seva staff and work to ensure data driven decision making at project and country level.

2) Program Implementation

- Facilitate and monitor all Seva supported programs/activities in Cambodia against deliverables as per key program drivers.
- Conduct field visits to program sites to understand progress and develop feedback systems with partners to achieve the goals.
- Work closely with partners to identify and prioritize needs and develop plans to ensure the program goals are achieved.
- Identify problems or obstacles that may interfere with program implementation and work with staff and partners to address the issues appropriately.

- Actively support learning and ensure that promising practices and lessons learned locally are documented and disseminated in the country and with Seva programs globally.
- Develop quarterly and annual reports on the Cambodia program and submit to Seva.

3) Representation and Networking

- Engage in local and country level relationship building to increase visibility and ensure strategic programmatic and organizational growth.
- Represent Seva in interactions with various stakeholders across Cambodia.
- Represent Seva at national and regional meetings.
- Identify opportunities to build up relationships with (international and local) NGOs, universities and other stakeholders where appropriate to strengthen existing Seva Programs and identify opportunities for future collaboration.

4) Financial Management and Budget Administration

- Oversee the overall financial management and administration of Seva in Cambodia
- Oversee the development and submission of the annual budget for the Country Program in consultation with the team and partners.
- Produce timely and accurate forecasts on expenditures and submit the reports to Seva along with being accountable for all aspects of financial oversight.
- Budget planning, development of annual plan for the region, and ensure efficient fund utilization to advance Seva's core program drivers of children, vision centers, technology, training and job creation.
- Hire auditing firm to prepare audit reports and submit them to Seva and other related organizations. (MOH/NPEH/MOFA).
- Ensure the accuracy and integrity of all financial information such as budget allocation, implementation of approved policy and financial procedures, ensuring compliance with the rules and regulations of the Cambodian government.

5) People and Performance

- Supervise the Cambodia team to ensure Seva supported program/activities are running smoothly as per the approved plan and budget.
- Create a supervisory environment focused on the achievement of team and individual results that emphasize the importance of respect, learning, productivity, growth, accountability and openness
- Ensure performance goals of direct reports are achieved and training/professional growth opportunities identified and pursued

6) Strategic Direction

- Ensure the Seva Leadership and program team are provided with relevant, timely and accurate information as required to enable effective governance, efficient program management and return on investment
- Provide strategic direction to the team in Cambodia as well as to the implementing partners as needed in line with Seva's Strategic Framework and Program Drivers

- Provide guidance to apply public health approaches while implementing the program at the community level
- Ensure quality of care is incorporated across all program priorities
- Focus on using advanced technology to provide quality of care and access to unreached communities.

Skills & Experience:

The successful candidate will have

- Master's degree in a relevant field (public health, management, international development) as well as a minimum of 10 years of progressive program management work experience.
- Demonstrated experience managing a team.
- Excellent analytic, communication, and writing skills, with a keen ability to synthesize and present complex data in a simple, compelling, meaningful way.
- Demonstrated understanding of MEAL systems and how they inform program decision making.
- In-depth knowledge of management information systems and data utilization in a program environment working with multiple implementing organizations.
- Proven ability to effectively manage relationships and liaise with people within and across departments in a multicultural environment.
- Highly organized, detail-oriented, flexible, good sense of humor.
- Ability to prioritize and work under pressure in fast-paced, multi-task team environment.
- Excellent computer skills, particularly in Microsoft Excel and familiarity with project management software.
- Excellent Interpersonal skills – highly effective interpersonal and communication skills with an open, direct, and diplomatic approach and the ability to create and foster collaborative and productive relationships with internal stakeholders and external organizations.
- Ability to travel.

Attributes:

The Director should be capable of managing multiple and complex tasks while being flexible based on changing priorities; thrive under pressure, time and complexity; have strong people skills - developing strong team spirit; and be capable of interfacing successfully with internal actors, donors and partners to resolve program issues. S/he should also feel comfortable in a representational role, speaking on eye health issues with internal and external audiences. Candidates should be well organized and self-motivated with demonstrable writing, management, and creative problem-solving skills.

Seva Values:

- Compassion in Action – We do not observe suffering, we address it.
- Selfless Service – Service is its own reward.
- Respect – We believe in the fundamental dignity and value of every person.

- Equity – We serve the underserved to ensure all people have access to quality care.
- Fun – We never take ourselves too seriously. When you stop laughing, you've stopped living.