



CARE Deutschland e.V. is currently recruiting a

## **Program Quality and Development Manager (PQDM)**

Duty Station: Iraq – Duhok, Northern Iraq

Starting Date: Asap

Reporting Lines/Line Management: Reports to the Head of Programmes (HOP)

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### **Job Summary:**

*About CARE:* CARE International (CARE) is a non-religious, non-political international development and humanitarian organization, dedicated to fighting global poverty. Established in 1946, CARE works in over 95 countries globally, engaging diverse partnerships with private and public sector actors to support communities to overcome poverty through development projects and delivers humanitarian assistance to poor, vulnerable populations affected by disasters. CARE programmes address social injustice whilst placing women and girls at the core of programming in order to create sustainable positive change in poor communities. CARE is an equal opportunity employer irrespective of nationality, religion, ethnicity, caste or gender.

CARE re-established its presence in Iraq in 2014 to provide relief and development assistance to vulnerable populations affected by the conflict that ended in 2017. CARE Iraq programs target internally displaced populations living in camps and surrounding host communities in Duhok, returnees and stayees who remained in their habitual places of residence in Ninewa Governorate during the conflict. Its programming spans two Governorates of Duhok and Ninewa with plans to expand to liberated and accessible areas in Anbar Governorate. In the current transitional phase, the core sectors of CARE Iraq's work encompass the restoration of Water, Sanitation and Hygiene (WASH) services, a comprehensive package of Sexual Reproductive and Maternal Health (SRMH) services combining rehabilitation and equipping health care facilities, family planning support, capacity development of health staff. CARE's multipurpose cash assistance and livelihoods interventions assist vulnerable households to meet basic needs and to increase their social-economic resilience. The Country Office (CO) continues re-orienting its programming to strengthen mainstreaming of gender and protection (GBV, Child Safeguarding, Disability Inclusion, etc.) with a focus on the empowerment of women and girls in all diversities, recognizing the disproportionate effect disasters have upon their lives.

The PQDM is primarily responsible for resource mobilization including conceptualization and development (and redaction) of concept notes, logframes, writing proposals and budgets. The incumbent ensures effective execution of start-up meetings for new projects, support closeout procedures for winding-down projects, oversees sound programme quality functions, and provides technical and line management to the MEAL team. The PQDM will perform a key role in formulating and operationalizing a fund raising strategy, participate in partner identification and formation of strategic relationships such as consortiums in anticipation of new funding opportunities and creation of wider synergies to realize CARE's broader objectives. The position closely cooperates with the local partners, Programme Managers, Sector Specialists and HQ Desk Officer, in ensuring grant compliance including effective documentation and quality reporting. S/he provides updates and follow-ups to CARE Member Partners on specific grant implementation status and oversees collation of data to track progress against Country Office Strategic Plan indicator targets. The incumbent continually scans the donor environment to identify changing interests, priority and focus at national, sub-regional and local levels and position CARE to respond appropriately to these changes in order to grow the CO grants portfolio.



The position will uphold CARE's Core Values namely; Transformation, Respect, Integrity, Commitment and Excellence, promote CARE's mission and vision, programme principles (transparency, gender equality and diversity), to enhance programme impact. S/he will ensure modelling of CARE's values among all PQ staff and be committed to women and girls empowerment.

***Child Safeguarding:*** CARE International in Iraq is committed to protecting the rights of children. We reserve the right to conduct police/ reference checks and other screening procedures to ensure a child-safe environment.

***Preventing Sexual Harassment, Exploitation and Abuse:*** CARE International in Iraq staff are committed to each other and to the protection of the people we serve. We do not tolerate sexual misconduct within our organization or external to our organization. Protection from sexual harassment, exploitation and abuse are fundamental to CARE International Iraq's relationships, including employment, and our recruitment practices are designed to ensure we recruit people who are committed to our work and the people we serve. We will use the recruitment and reference process to ensure all potential staff understand and are aligned with these expectations. To find out more, please contact the Human Resources Officer or read the CI PSEA and CP Policy here.

## **Communications and Working Relationships**

**Key Internal Contacts:** Country Representative, Head of Programs, Safety & Security/Logistics Manager, Finance & Administration Manager, Programme/Project Managers, Gender team, MEAL staff, Health Manager and SRMH Coordinator, CARE Germany-Delux Iraq Desk Officer, other CARE Member Partners (CMPs).

**Key External Contacts:** Consortium Partners, Local Partners, State Authorities as appropriate, UN, Cluster Leads, INGOs, media houses, donors as delegated by the CR and HOP.

## **Key Responsibilities and Tasks: Project development and reports writing**

### **1.0 Job Responsibility # 1, Fund Raising Strategy Development (10%)**

#### **Tasks:**

- 1.1 Contribute to the revision of CARE Iraq's Program Strategy to align with changing humanitarian and donor trends.
- 1.2 Guided by the CO Programme Strategy, work with the HOP to formulate a fundraising strategy.
- 1.3 Take lead in mapping of donor interests and funding opportunities.
- 1.4 Support the HOP in promoting the programme strategy to potential donors, UN Agencies and CARE International Member Partners and CARE Emergency Group (CEG) to attract funding.
- 1.5 Regular update of the CO Programme Profile and packaging of evidence-based programme successes to increase CARE's visibility, promote women's empowerment and attract funding.

### **2.0 Job Responsibility # 2, Concepts and Proposal Development (20%)**

#### **Tasks:**

- 2.1 Interrogate calls for proposals and coordinate internal design functions with HOP including; organizing conceptualization meetings, facilitate assessments/gathering, collating and analysing design data/information.



- 2.2 Network with project partners, local authorities, UN and INGO peers on humanitarian needs and assistance gaps to inform proposal and strategy development.
- 2.3 Coordinate development of strategies, logframes, concept notes, proposal narratives, budgets and implementation plans. Incumbent writes and puts together the concept notes/proposal package.
- 2.4 Ensure mainstreaming of gender, protection, empowerment of women and girls in proposals.
- 2.5 Contribute to formation of consortiums for new funding and promote relationships with partners (implementing and non-implementing) to create wider synergies.

### **3.0 Job Responsibility # 3, Enhance CARE Internal and External Reporting (20%)**

#### **Tasks:**

- 3.1 Coordinate with the HoP, programme and support department staff (finance, logistics, etc.) to ensure timely review of donor and internal reports for accuracy, coherence and consistency, and adherence to donor and CARE Lead Member reporting requirements.
- 3.2 Compile adhoc and other special reports to meet internal (CARE CO and Lead Members) and external (Government, UN clusters, donor requests, other coordination forums, etc.) information needs.
- 3.3 Engage programme teams (CARE Iraq and partner staff) in streamlining Information Management Systems to enhance quick turn-around in provision of programme information and reporting.
- 3.4 Update the CO programme profile, fact sheet, support publication of articles, case studies or success stories and communication materials for knowledge management and promotion of CO Programmes.
- 3.5 In coordination with HOP, timely transmit routine statistical and narrative reports to government, data to UN clusters, CARE PIIRs, etc. Includes response to queries related to submitted information.

### **4.0 Job Responsibility # 4, Programme Quality (20%)**

#### **Tasks:**

- 4.1 Facilitate effective project inception meetings for new projects and closeout meetings for ending grants, drawing participation from CARE Iraq, partner staff and relevant government officials.
- 4.2 Ensure effective MEAL systems are in place including sound data collection instruments incorporating SADD, quality control, robust analysis, interpretation and use in generating evidence/new knowledge, impact monitoring and to inform reporting and new programme development.
- 4.3 Provide technical support to the programme team in the design and operationalizing scope of work (SOW/TORs) for surveys (baseline, midline, end-line, Rapid Gender Analysis, other assessments).
- 4.4 Provide input to enhance existing data collection, reporting, MEAL and information management systems for project implementation status and impact monitoring; includes supporting CARE and partner MEAL staff to provide timely and accurate data for reporting.
- 4.5 Enhance the quality and functionality of the beneficiary Complaint's and Feedback Response Mechanism (CFRM). Ensure results of the CFRM are fed back into the project cycle to enhance quality.
- 4.6 Oversee robust problem and response analysis to ascertain selected interventions and strategies (cash, in-kind, hardware, service provision or a combination) correspond to the assessed needs, local context and do no harm; e.g. market assessments to rationalize cash based interventions, etc.
- 4.7 Ensure project designs mainstream protection and gender in all diversities (disability inclusion, child safeguarding, GBV), including adherence to CARE specific CI Gender Equality Policy, programming



standards, strategies and tools (Gender Equality Strategy, Gender Action Plan, Gender Marker, Minimum Standards, etc.) as appropriate for the recovery and transitional interventions with a medium to long term programming view, aligned to CARE's programme approach.

- 4.8 Ensure findings, best practices, lessons learned plus recommendations of project & program evaluative surveys and reflection sessions with the relevant mix of participants are documented and disseminated for wider learning and ultimately incorporated into ongoing and future programme design and implementation. Role includes organizing such reflective sessions and information sharing forums in close coordination with the HOP.
- 4.9 Strengthen CARE and partner capacity to fulfil internal and external accountability to donors, the state and beneficiaries across projects, compliance with relevant international relief and development standards (e.g. Gender, Core Humanitarian Standards that include SPHERE standards).
- 4.10 Work closely with the Country Representative, Head of Programs, Finance and Administration Manager and Desk Officers in relevant CARE Lead Members, to strengthen linkages and information transmission such as PIIRs, Emergency Sitreps to CEG, etc.

## **5.0 Job Responsibility # 5, Programme Compliance (20%)**

### **Tasks:**

- 5.1 Mapping of compliance requirements in active donor grants, CARE (Iraq and CI) policies, guidelines, regulations and procedure documents.
- 5.2 Induct relevant programme, support and local partner staff to meet donors' rules and regulations.
- 5.3 Review partner contracts and MOUs with Government and ascertain necessary clauses are encapsulated to safeguard compliance.
- 5.4 Institutionalize quarterly inter-project internal audits by developing and executing ToRs combining programme and support staff, and follow through with action plans to remedy noted compliance gaps.
- 5.5 Strengthen internal programme controls to identify, detect, mitigate and address compliance risks.
- 5.6 Serve as focal point for operationalization of minimum standards, e.g. devising action points and ensuring appropriate follow-up and coordination to meet donor compliance requirements.

## **6.0 Job Responsibility # 6, Coordination (5%)**

### **Tasks:**

- 6.1 Coordinate with HOP networks with peer INGOs and UN to keep abreast with humanitarian trends in the country including the REACH Initiative on vulnerability analysis and price monitoring, CCI and CWG, UNOCHA, UNFPA on gender, protection and the recovery clusters.
- 6.2 Liaise with regional (MENA)/global CARE technical advisors to coordinate technical support to programme quality, research and learning.
- 6.3 Promote networks with CI Lead Members to grow CO grant income through submission of concepts and proposals for donor and corporate funding.
- 6.4 Regular meetings with programme and support colleagues to strengthen programme quality functions such as implementation progress monitoring, reporting, BVA reviews, etc.



## **7.0 Job Responsibility # 7, Staff Management and Capacity Development (5%)**

### **Tasks:**

- 7.1 Supervise MEAL Coordinator to ensure effective delivery of MEAL and programme quality functions including, quality of PQ inputs to programs and quality of outputs (reports, databases, communications within CARE Iraq and CARE International, and externally).
- 7.2 Promote cross-learning, team spirit among implementation teams and provide technical oversight to CARE Iraq and partner staff, setting the direction of the CO's PQ activities by prioritizing, organizing actions and resources, approval of work schedules for CARE's MEAL team.
- 7.3 Assess capacity needs for PQ (MEAL) staff and provide coaching and mentorship to enhance staff performance including capacity trainings for partners to enhance programme quality functions.
- 7.4 Identify external capacity training opportunities for PQ staff and provide recommendations for their participation to enhance job performance.
- 7.5 Update PQ staff job descriptions and develop their IOPs to ensure they are aware and clear on their job responsibilities.
- 7.6 Conduct performance appraisals in accordance with the CARE Performance management Systems, talent identification and development to prepare them for higher levels of responsibility.
- 7.7 Assess PQ staffing needs, skill set requirements/placement and structure configuration and recommend to management appropriate modifications to enhance PQ effectiveness.

### **Decision Making and Authority:**

The incumbent makes programme technical and administrative decisions that include:

- Determines work priorities for the PQ team and allocates corresponding resources.
- Approves work plans, movement plans and leave schedules for direct reports.
- Determines skill set required for the PA team and provides recommendations to HOP.
- Determines skills gaps and executes capacity trainings for partner and CARE MEAL staff.
- Decides agenda and convenes PQ meetings with partner and CARE MEAL staff and other invitees.
- Implements various tools to enhance job effectiveness.
- Recommends resource allocation to enhance capacity to deliver MEAL functions.
- Submits own work schedule for internal project field monitoring visits with appropriate approvals in line with the CARE safety and security policies and procedures.
- Authority to choose between various pre-approved approaches to ensure cost effectiveness.

### **Pressure of Work:**

Regularly makes decisions on relationship, personnel and resource management. Pressures related to high targets, complex programming environment and necessity of high quality deliverables exist. Seasonality and other environmental conditions may at times affect work pressure and need to be mitigated.

### **Consequences of Error:**

Inaccurate reporting exposes CARE Iraq to reputational risks with donors, state authorities and other audiences targeted for such reports. The incumbent should be aware that poor relationship management with



peer organisations, colleagues and direct reports can lead to dissatisfaction and adversely affect performance.

### **Qualification, Knowledge & Experience:**

- Advanced degree in social development studies, International Development or public health
- 5 years' experience in multi-sectoral strategy development and programme cycle management
- Analytical and conceptual skills in integrated transitional development issues, trends, challenges and opportunities in post conflict settings; able to draw synergy from multiple projects to demonstrate program effectiveness through and design of new programmes.
- Skills in development and application of MEAL frameworks, reporting on project status, objectives, outputs and indicators.
- Specialist knowledge of various major donors and their requirements
- Cultural sensitivity and proven capacity to adapt to new cultures without prejudice of any sort
- Good interpersonal and communication skills.
- Knowledge of Middle East preferred.
- Good understanding of gender and protection issues in post conflict settings including application of key Gender in Emergencies activities (Gender Action Plan, Rapid Gender Assessments, sector-based gender activities, referral mechanisms).
- Capacity to build, motivate and lead effective teams.
- Innovative proposal and budget design, presentation, report writings and coordination competencies.
- Proficiency in various computer applications.
- Information Management skills such as maintenance of project & beneficiary databases, Activity Info and Cluster 4Ws reporting and other project data, plus MEAL functions.
- Good understanding and experience in application of international relief and development standards and principles (e.g. Minimum Standards for Mainstreaming Gender Equality into Programming, CARE's Gender in Emergencies and Humanitarian Accountability Framework, Core Humanitarian Standards, SPHERE, Do No Harm), particularly in relation to gender, protection and MEAL.

### **Leadership Attitudes and Behaviours:**

- Positively promotes team effort and high performance by all staff through shared successes.
- Acts with high degree of integrity and professionalism.
- Holds self and others to account to deliver on agreed goals and standards of behaviour.
- Dynamic, highly motivated and balances future vision with practical delivery.
- Able to reach out and influence large groups of people.
- Promotes innovation and learning.
- Pleasant and polite attitude at all times; ability to reflect professional standards
- Ability to act as part of multi-cultural and multi-disciplinary team.
- Willingness to travel to 30% of the time to the field and coordination meetings.

### **How to apply:**

Women and men are equally encouraged to apply.

Interested and qualified candidates should submit their CVs and a cover letter of interest in English to Ms. Judith Berger, [bewerbung@care.de](mailto:bewerbung@care.de). Please note that only short-listed candidates will be contacted.