

# JOB DESCRIPTION

## Preliminary Job Information

<b>Job Title</b>	Head of Mission
<b>Country &amp; Base of posting</b>	Venezuelan regional crisis
<b>Reports to</b>	Emergency Officer
<b>Expected Date Of Arrival</b>	01/12/2019
<b>Duration of Mission</b>	5 months
<b>Funding ensured until (date + no. of months)</b>	31/05/2020
Document drafted by Tinou-paï BLANC (24/10/2019)	

## General Information on the Mission

### Context

**Première Urgence Internationale (PUI)** is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency.

The association leads in average 190 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 5 million people in 20 countries – in Africa, Asia, Middle East, Eastern Europe and France.

### Crisis context

The serious and deteriorating political, human rights and socio-economic crisis in Venezuela has produced one of the most severe displacement situations in Latin America and in the world. According to official figures, some 4.5 million Venezuelans have left their country and most of them are in Latin American or Caribbean countries. This figure could reach 6.5 million people by end of 2020 worldwide.

The economic crisis in Venezuela has eroded the country's health-care infrastructure and threatened the public health of its people. Shortages in medications, health supplies, interruptions of basic utilities at health-care facilities, and the emigration of health-care workers have led to a progressive decline in the operational capacity of health care. These limitations have disproportionately affected the most vulnerable populations, including children, pregnant women, elderly, people with chronic diseases and remote communities. The effect of the crisis on public health has been difficult to measure since the Venezuelan Ministry of Health stopped publishing crucial public health statistics in 2016. From 2012 to 2017, maternal and perinatal mortality and morbidity increased by 66 % and 51% respectively, requiring the strengthening of sexual and reproductive health services. At the beginning of 2019's rainy season, malaria and dengue outbreaks were reported in Táchira and Zulia, which remains a significant threat to bordering countries given the migratory movements. In Colombia, for example, by June 2019 133,078 malaria cases were reported in Bolívar, 38,947 cases in Sucre, and 20,401 cases in Amazonas. Between 2017 and 2019, most patients who were infected with HIV interrupted therapy because of a lack of medications. By September 2019 the number of measles and diphtheria cases dropped by 92.2 % due to vaccination campaigns held by international organizations, compared to 2018. For other health conditions data is not current available. For example, 70% of the deaths in Venezuela were due to non-communicable diseases by 2016, such as cancer, diabetes, hypertension and chronic respiratory diseases. The number of preliminary tuberculosis cases date from 2018, when 10,575 new cases were reported.

Outbreaks and expanding epidemics of infectious diseases associated with declines in basic public health services are threatening the health of the country and the region. In Colombia, many of the 1.4 million Venezuelans have walked along the migration routes with no access to health services, which leads the most common conditions (dehydration, superficial wounds, waterborne diseases, etc.) to worsen and increases the risk of further complications. Furthermore, PWSN (such as pregnant women, people with disabilities, newborns and elderly people) and those with chronic health conditions are also unable to access to the medical treatment that their conditions require.

Recently, some specialized health centers near the Venezuelan border in Colombia, Brazil and Guyana were equipped with pharmaceutical and medical-surgical material and supplies.

#### **Première Urgence Internationale positioning**

Following exploratory missions in the region, PUI aims to launch its humanitarian project covering **health sector** and develop its positioning and operational strategy in the region for 2020.

## Job Description

### **Overall objective**

The Head of Mission is responsible for the smooth functioning and the development of the mission.

### **Tasks and Responsibilities**

- ▶ **Safety & Security:** S/he is responsible for the safety & security of the mission (including developing tools and policies in the country).
- ▶ **Programmes:** S/he coordinates the team and ensures that the first project implemented on the mission is properly carried out. S/he also monitors needs and suggests new operations and development tracks for the mission (including the proposal development for ECHO by the end of January 2020)
- ▶ **Human Resources:** S/he ensures that the mission is adequately staffed and supervises the teams (defining objectives, follow-up).
- ▶ **Logistical, administrative and financial monitoring:** S/he implements logistical and administrative practices and make sure they respect PUI procedures and formats and are in compliance with donors' rules and regulations.
- ▶ **Medical and technical monitoring:** S/he ensures that medical and technical practices respect PUI's procedures and formats and are in compliance with PUI's operational framework and policy.
- ▶ **Representation:** S/he represents the association in its relations with local partners, NGO in consortium, donors, the media and different authorities.
- ▶ **Relations with headquarters:** S/he ensures that information is properly circulated between headquarters and the field, and ensures that due dates are respected.

### **Specific goals and related activities**

#### **1. ENSURE THE SAFETY & SECURITY OF GOODS AND PEOPLE**

- ▶ S/he develops the PUI's safety & security management procedures and ensures that formats are in place throughout the mission.
- ▶ S/he ensures that safety & security plans for each base and the mission are up-to-date, known to and understood by the staff.
- ▶ S/he ensures that material and personnel resources are sufficient to ensure the optimal safety of the teams and the beneficiaries.
- ▶ S/he ensures that in case of a security incident, the information concerning the incident related to it is communicated, without delay, on time to the Emergency Officer and in accordance with to the existing format.
- ▶ S/he ensures that safety & security information as well as any other important information is properly collected, analyzed and disseminated (to the headquarters and the field).
- ▶ S/he consistently monitors the security environment and reports to the Emergency Officer any incident on time.

#### **2. ENSURE THAT PROGRAMMES ARE PROPERLY CARRIED OUT AND PROPOSE NEW OPERATIONS**

- ▶ S/he is accountable for the mission strategy formulation and proper implementation of ongoing programs, while managing project priorities, developing plans and long-term strategies.
- ▶ S/he ensures the project is properly carried out implemented (targets, monitoring of indicators, respect of activity schedules, budgetary follow-up and contractual reports, etc) ensure that medical and technical practices respect PUI's mandate.
- ▶ S/he warns the Emergency Officer in case of delay in the project's execution and propose changes to sort it out (in terms of activities,

operation area, budget, timetable, etc).

- ▶ S/he contributes to the operational development of the mission, including the writing of proposals (submission by the end of January 2020).
- ▶ S/he propose new operations to the Emergency Officer according to both PUI's mandate and the mission strategy, ensures that operational means are well defined for implementation and monitoring purposes and gets the Emergency Officer approval before submitting it to the donors.
- ▶ S/he ensures that departmental action plans are effectively implemented in order to achieve the project outcomes.
- ▶ S/he works closely with HQ and maintains responsibility for all reporting both to HQ and donors on time.
- ▶ S/he ensures the communication between the mission's medical coordinator and the medical department at HQ.

### **3. SUPERVISE BOTH THE EXPATRIATE AND NATIONAL STAFF**

- ▶ S/he supervises all local and international teams on the mission.
- ▶ S/he defines the mission organization chart and submits it for validation to the Emergency Officer.
  - ▶ S/he may be involved in the recruitment process of the members of his/her team. S/he is informed of every decision to end an employment contract.
  - ▶ S/he defines the objectives of each expatriate at the beginning of the mission and checks them regularly during, and at the end of the mission.
- ▶ S/he ensures that each member of staff (local and international) is evaluated at least once during the mission by his/her direct superior and build the capacity of PUI's staff, and develops a strong coordination with the local partner.
  - ▶ S/he brief new members of staff on the mission context, programmes and strategy, as well as safety regulations, logistic and administrative procedures, financial management and human resources, and the use of communication means.
  - ▶ S/he establish organizational structure and job descriptions, and submit it in advanced to HQ (ideally at the same time that a project proposal is sent to HQ or 3 months before the replacement of an expatriate).
  - ▶ S/he oversees the recruitment and staffing process.
  - ▶ S/he is willing to manage high-stress staff in the workplace and to mediate any arising conflict between the staff. S/he approves the staff's request for holidays/leaves.
  - ▶ S/he ensures PUI's internal regulations and code of conduct are respected and followed, and protects PUI's image in the country. and thus makes sure the entirety of the staff behaves in a way which is in compliance with the values maintained by the organization and is respectful of the local culture.

### **4. ENSURE AND MONITOR AN EFFECTIVE LOGISTICS AND ADMINISTRATION MANAGEMENT**

- ▶ S/he gives his/her consent for local aid purchases and submits purchase requests to the Emergency Officer for approval (in accordance with internal and donors rules).
- ▶ S/he puts in place PUI's logistics and administrative procedures and ensure they are implemented and monitored, specially regarding finance, HR, supplies, stock etc.
- ▶ S/he ensures that each project has a procurement plan and that it is updated as purchases are made.
- ▶ S/he supervises that the condition and use of the mission infrastructure and equipment (vehicles and IT, office, radio-communication and telecommunication equipment) are properly utilized.
- ▶ S/he is responsible for general cost optimization and ensures the financial supply of the mission (transfer requests, mission fees and payment of suppliers).
- ▶ S/he ensures that the mission's accounting is sent to HQ within the agreed timeframe.
- ▶ S/he ensures that the administration produces budget follow-ups for each project, that these follow-ups are made available and analyzed with the logistics department, program managers and technical managers.
- ▶ S/he informs HQ about any donors' payment received on the field via bank transfer .
- ▶ S/he ensures that PUI is registered in the country of operation and that it respects the current national law (local labor laws, taxes, etc).

### **5. ENSURE THE TECHNICAL AND MEDICAL MONITORING OF THE MISSION**

- ▶ S/he ensures the respect of medical and technical practices, in conformity with the mandate and operation policy of the association by guaranteeing a permanent connection between the different medical coordinator/officers and technical coordinator/officers with their counterparts at the Headquarters.
- ▶ S/he ensures that the strategy of the mission and the programmes respects the medical and technical regulation of the association.

#### 6. REPRESENT PUI IN THE COUNTRY

- ▶ S/he represents the association locally amongst donors, NGOs, International Organizations and local authorities and reports representation action to the Desk Officer in his/her periodical report, or ad-hoc when necessary.
- ▶ S/he develops and maintains relationships with national and local authorities, partner organizations, other NGOs, media and donors, and is willing to travel within the country in order to meet partners or attend to meetings. S/he participates in important coordination meetings and is an active attendee of these meetings.
- ▶ S/he is responsible for external communication in general and for contacts with the media.
- ▶ S/he may be called to travel within the region to meet PUI's partners.

#### 7. ENSURE THE SUPERVISION AND DEVELOPMENT OF THE MISSION

- ▶ S/he keeps his/herself informed of changes in the humanitarian and political context of the country and the region.
- ▶ S/he participates in the development of the mission by securing close contact with bilateral and multilateral donors, of whom S/he knows the policy (operation strategy, financing policy and modalities, in compliance with the Associative Project of the PUI).
- ▶ S/he communicates the Mission Strategy (in external version) to the donors so that they know PUI's activities and positioning.
- ▶ S/he is responsible for the development of the mission. Thus, S/he ensures humanitarian supervision and launches new assessments in accordance with needs.
- ▶ S/he may be called for ad-hoc support in the region.

#### 8. ENSURE RELATIONS WITH THE HEADQUARTERS

- ▶ S/he is the main link between the Headquarters and the mission.
- ▶ S/he sends internal and external reports to the Headquarters, respecting internal validation timeframes (sitrep, accident report) and external contractual due dates (project reports).
- ▶ S/he has security plans validated by the Emergency Officer and consults him/her for any decision concerning security.
- ▶ S/he regularly takes stock of each expatriate team member and defines his/her needs in terms of positions to fill (timing, profile, personality, etc.) with the HR manager.
- ▶ S/he ensures information from the Headquarters is circulated on the field and vice versa (monthly and ad-hoc sitrep).
- ▶ S/he participates annually to the Missions' Week at the Headquarters, where s/he makes improvements and development suggestions for PUI.
- ▶ S/he ensures the link between the mission's medical coordinator and the medical department at the Headquarters.

#### Team management

Number of people to manage and their position (expatriate/local staff)

- ▶ Direct management: 4
- ▶ Indirect management: 4

## Required Profile

### Required knowledge and skills

	REQUIRED	DESIRABLE
<b>TRAINING</b>	<ul style="list-style-type: none"> <li>▶ Project management</li> <li>▶ Financial management</li> <li>▶ Human resource management</li> <li>▶ Logistics and security</li> </ul>	<ul style="list-style-type: none"> <li>▶ Education in Health (SSR and PSS health)</li> </ul>
<b>PROFESSIONAL EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▶ Humanitarian</li> <li>▶ International</li> <li>▶ Technical</li> </ul>	<ul style="list-style-type: none"> <li>▶ Min. 3 years of humanitarian experience in project co-ordination (including health projects)</li> <li>▶ Previous experience as Head of Mission in an NGO or OSI (including opening projects and missions)</li> <li>▶ Experience in security management</li> <li>▶ Sound understanding of consortium dynamics and strong will to collaborate with local NGO</li> </ul>
<b>KNOWLEDGE AND SKILLS</b>	<ul style="list-style-type: none"> <li>▶ Experience with the PUI</li> <li>▶ Experience in project progression</li> </ul>	<ul style="list-style-type: none"> <li>▶ Excellent negotiation skills</li> <li>▶ Excellent writing skills</li> <li>▶ Team management</li> </ul>
		<ul style="list-style-type: none"> <li>▶ Ability to work in unstable circumstances.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Project management</li> <li>▶ Detailed knowledge of the donors (OFDA, ECHO, UN agencies, EuropeAid, AAP...)</li> </ul>	
<b>LANGUAGES</b> <ul style="list-style-type: none"> <li>▶ Spanish</li> <li>▶ English</li> <li>▶ Other (to be specified)</li> </ul>	Mandatory Mandatory	French an asset
<b>SOFTWARE</b> <ul style="list-style-type: none"> <li>▶ Pack Office</li> <li>▶ Other (to be specified)</li> </ul>	X	

**Required personal characteristics (fitting into the team, suitability for the job and assignment)**

The mission requires:

- ▶ Leadership skills and the ability to make decisions
- ▶ Analysis and synthesis abilities (discernment, pragmatism)
- ▶ Ability to adapt
- ▶ Organisational skills, ability to be thorough and respect due dates (especially for ECHO call for proposal)
- ▶ Trustworthiness and a sense of responsibility
- ▶ Charisma and the ability to awake enthusiasm for the work the project involves
- ▶ Ability to use authority, when necessary
- ▶ Organisational skills, ability to be thorough and respect due dates
- ▶ Strong listening and negotiation skills
- ▶ Good people and communication skills
- ▶ Ability to remain calm and level-headed
- ▶ General ability to resist stress and particularly in unstable circumstances

As the context is very complex and unstable, it requires:

- ▶ Ability to work independently, take the initiative and take responsibility
- ▶ Discretion
- ▶ Ability to cope with difficult living conditions (power shutdown, limited access to food and water)
- ▶ High respect of security measures
- ▶ Ability to remain calm and level-headed
- ▶ General ability to resist stress and particularly in unstable circumstances
- ▶ Ability to work with minimalistic comfort and limited support resources

Work in partnership involves :

- ▶ Strong
- ▶ Capacity to assess and manage partnership
- ▶ Trustworthiness and a sense of responsibility
- ▶ Charisma and strong advocacy skills
- ▶ Strong listening and negotiation skills
- ▶ Good people and communication skills

## Conditions

**Status**

- ▶ **EMPLOYED** with a Fixed-Term Contract

**Salary package**

- ▶ **MONTHLY GROSS INCOME:** from 2 915 up to 3 245 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI

### Costs Covered

- ▶ **COST COVERED:** Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING** in hotel or collective accommodation
- ▶ **DAILY LIVING EXPENSES** (« Per diem »)
- ▶ **BREAK POLICY:** 5 working days at 3 and 9 months + break allowance
- ▶ **PAID LEAVES POLICY:** 5 weeks of paid leaves per year + return ticket every 6 months