

JOB VACANCY ANNOUNCEMENT

Position: Program Manager
Location: Maseru, Lesotho

BACKGROUND

History: Touch Foundation strengthens local health systems in sub-Saharan Africa since 2004. We apply a three-phased strategy for applying and scaling solutions to the most pressing global health challenges. Much of our work to date has focused on designing and implementing programs in the Lake Zone of Tanzania and demonstrating impact. Successful solutions are then scaled up to a regional/national level. Ultimately, we aim for our solutions to be adapted and replicated in other countries facing similar challenges to achieve broad, transformative impact. Today our programs include efforts to increase the quantity and quality of healthcare workers in Tanzania, develop solutions to ensure the effective deployment and retention of trained graduates throughout the country, and address specific health priorities such as non-communicable diseases, maternal and newborn health, and emergency transport for patients in crisis. Touch Foundation, a 501(c)3 organization is committed to the efficient use of funds, financial transparency and organizational accountability.

Mission: Touch Foundation's mission is to save lives and relieve human suffering. We improve healthcare in Tanzania, addressing one of the world's most significant humanitarian crises: the shortage of healthcare workers in sub-Saharan Africa. We strengthen local health systems, and we encourage the adoption of our data-driven problem-solving model in the global health community.

Position Summary: We are seeking a Program Manager to lead the expansion of our flagship M-Mama program in Lesotho. Lesotho is the first country outside of Tanzania where the M-Mama program will be replicated. The M-Mama program is an intervention designed in collaboration with Vodafone Foundation to provide women and newborns facing obstetric, peripartum, and post-natal emergencies with quick and efficient access to appropriate care. Patients in the community or healthcare workers in facilities make a toll-free call to the 24/7 dispatch center where a dispatcher remotely "triages" the patient supported by a decision-making application running on a tablet. If an ambulance is not available, the application allows the dispatcher to access information of enrolled community drivers that can be used to arrange alternative transportation. The dispatch application integrates with a mobile payment system, ensuring that drivers receive the pre-negotiated rate for the journey in their personal mobile money accounts as soon as transportation is successfully completed. An assessment of the program impact estimated a 27% or more reduction of maternal mortality in the first two districts where the system was implemented.

Under the supervision of Touch's leadership, the Program Manager will be responsible for setting up and launching the M-Mama program in Lesotho and then delivering it until completion. She/he will manage Touch's program implementation team on the ground and our local partners. The Program

Manager will play a critical role in establishing relationships with government stakeholders and other local decision makers. The Program Manager will be supported by project managers and analysts under their direct supervision to implement the project, while also providing technical advisory directly to the highest government authorities. She/he will work under the direct supervision of Touch's Program Director, a former A.T. Kearney management consultant, and the overall direction of our Chief Program Officer, a former McKinsey Senior Engagement Manager. Responsibilities of the role may be adapted based upon the experience of the successful candidate.

RESPONSIBILITIES AND DUTIES

- Manage design, set up, launch and implementation of the M-Mama program in Lesotho, with direct responsibility on budgeting, scheduling, partner engagement, donor relationships and reporting.
- Set up and manage the Touch office in Lesotho for the M-Mama program
- Participate in decision-making and problem-solving with program leadership to develop and plan the M-Mama interventions on the ground and possibly in other countries.
- Contribute to strengthening Touch's profile with major donors and implementing partners, including Government of Lesotho central authorities, international organizations and prospective funders.
- Own and manage relationships with program partners, including sub-contractors, vendors and other local and international partners, ensuring that they deliver on agreed upon objectives within timeframe and budget.
- Collaborate with program team to undertake effective monitoring and evaluation of the program
- Conduct data analyses and prepare reports on program implementation progress and impact for management, donors or other stakeholders.
- Assist with compliance with donor requirements, Government of Lesotho relevant regulations, and organizational policies and procedures.
- Contribute to expanding Touch's knowledge of the Lesotho health system and international public health issues, including relationships with main stakeholders.
- Assist with preparation of funding proposals.
- Contribute to suite of communication vehicles, including conference presentations, articles, and marketing materials.
- Communicate regularly and effectively with various program partners.

As job vacancy announcements cannot be exhaustive, the Program Manager may be required to undertake other duties that are broadly in line with the above key duties.

QUALIFICATIONS

Knowledge, Education, Skills and Experience

- Minimum 4-5 years' relevant professional experience in project management.
- Masters or Doctorate degree in relevant field (e.g. MBA, MPH, MPA, international development) or equivalent demonstrated professional experience.
- Experience working with donor regulations.
- Prior strong management consulting, project management and/or international development experience preferred.

- Experience in program monitoring, evaluation and reporting.
- Leadership, organizational and problem-solving skills and excellent attention to detail.
- Strong analytical abilities, both quantitative and qualitative.
- Excellent oral and written communication skills, especially in the functional use of Excel, PowerPoint and Microsoft Word.
- Solid relationship-building skills and cross-cultural sensitivity: ability to interface with external constituents from a variety of backgrounds.
- Good judgment and discretion to represent the Touch Foundation in a highly professional manner, as well as respect for local culture.

APPLICATION PROCESS

Please submit a Cover Letter and Resume outlining your interest in the position to jobs@touchfoundation.org

Touch Foundation Inc., is an Equal Opportunity Employer.