

## JOB VACANCY ANNOUNCEMENT

**Position:** m-mama Lesotho Program Manager  
**Location:** Maseru, Lesotho  
**Job Status:** Full time employment (Employment is subject to approval of work permit, if required)

**Touch Foundation**, an NGO working to save lives and relieve human suffering by strengthening healthcare services in sub-Saharan Africa, providing better access to care and improving the quality of local health systems, is seeking an outstanding individual to join its team as its Program Manager for the m-mama Lesotho Program. The Program Manager will join a team of highly mission-driven professionals with diverse backgrounds and experiences, ranging from management consulting to global public health. The Program Manager will lead the broader m-mama program team, becoming an integral part of Touch's commitment to improving health in sub-Saharan Africa.

### **BACKGROUND**

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Touch Foundation is a nonprofit organization founded in 2004 to help strengthen the healthcare system in Sub-Saharan Africa. Touch's founder, Lowell Bryan, a former Director with McKinsey & Company, initially founded Touch to address the healthcare crisis in Tanzania where he understood that the country faced a daunting healthcare environment, with declining life expectancy and increasing maternal and infant mortality. One of the biggest impediments to access to healthcare was the dearth of medical professionals. Touch supported the development of a new medical school in Tanzania, created a program to improve training and delivery of services by graduates of the medical school, and started addressing the most critical challenges in the local resource-constrained health system. The success of Touch's initiatives in Tanzania led to the expansion of programs across multiple Sub-Saharan African countries. In the recent years and in collaboration with its funding partners, Touch has developed and implemented in multiple countries (Tanzania and Lesotho, and planning to launch in Ghana soon) the m-mama program which tackles maternal and infant mortality by providing emergency transportation to pregnant women and newborns in distress during and after childbirth. Touch has also built tools used by several African governments to effectively assign scarce healthcare workers to where they are needed most. Touch's work is data driven and evidence based, and we strive to share the knowledge and the information obtained through years of implementation with policy makers and other stakeholders globally.

Most of Touch's staff work is in Africa and other countries with the administrative and development functions centered in the U.S., in New York City. The people who work at Touch are very smart, focused, collaborative and driven to excel which has contributed to the impact that Touch has made.

### **Overview of the m-mama program**

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The m-mama program is an innovative and cost-effective at-scale Emergency Transportation System for pregnant women and newborns led by Vodafone Foundation and implemented by Touch Foundation.

Vodafone Foundation and Touch Foundation launched m-mama in 2013 in Tanzania in collaboration with the Government of Tanzania. This program addresses the high rates of maternal and neonatal mortality in rural areas by reducing delays in access to care using safe and timely emergency transportation for pregnant women and newborns experiencing an emergency. The central component of m-mama is an emergency transport system enabled by innovative digital solution to address complications as quickly and effectively as possible.

This digital technology is used to triage a patient remotely 24/7 and then dispatch an ambulance or community driver to bring the patient to a health facility.

Lesotho is the first country outside of Tanzania where the m-mama program is being replicated. The m-mama Lesotho program has been co-designed and currently co-implemented with the Government of Lesotho (GOL) in phased approach since late 2019.

### **Phase I: Initial roll-out phase:**

The initial roll-out phase included the co-design and set up of the m-mama Emergency transportation system in the 3 northern districts of Lesotho: Berea, Butha-Buthe, and Leribe in collaboration with the Government of Lesotho (GOL). The system was launched in April 2021.

### **Phase II: Replication and national scale-up:**

The next phase of the m-mama Lesotho program will be scaled up to cover the entire country. As in the initial phase, activities will be co-implemented with the GOL, and we will continue training and capacity building of the GOL to manage the m-mama system. The implementation team will also work to fully transition the ICT component to the GOL team and ensure that system is fully integrated and embedded within GOL systems. The GOL will fully manage the system by the end of the project.

## **POSITION SUMMARY**

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We are seeking a Program Manager to lead the implementation and national scale-up of our m-mama program in Lesotho.

The Program Manager will work with Touch's m-mama program teams and will be supported by a Project Manager and Analysts. He/She will report to the Director of Programs in charge of the m-mama programs and will be under the overall direction of our Chief Program Officer and Executive Director at Touch responsibilities of the role may be adapted based upon the experience of the successful candidate.

## **RESPONSIBILITIES AND DUTIES**

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- Responsible for overall leadership, management, and implementation of the m-mama program in Lesotho
- Manage the Touch office in Lesotho for the m-mama program
- Manage and coordinate sub-contractor program activities, including budgeting, program implementation oversight to ensure delivery of quality outputs on time and within budget.
- Build strong and collaborative working relationships with key stakeholders including Government of Lesotho, Clinton Health Access Initiative, Vodafone Foundation, Vodacom Lesotho, Riders for Health, District Health Management Teams (DHMTs) and ICT development partners while demonstrating high level engagement skills
- Lead the program team and implementing partner to undertake effective monitoring and evaluation of the program
- Convene and conduct meetings with government stakeholders, to provide progress updates and ensure provision of guidance and oversight from the Ministry of Health on implementation of m-mama activities
- Conduct stakeholder meetings to ensure communication regarding program progress, key decisions, and issues
- Participate in decision-making and problem-solving with program leadership to develop and plan the m-mama interventions on the ground
- 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 strengthening Touch’s profile with major donors and implementing partners, including Government of Lesotho central authorities, international organizations and prospective funders
- 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**

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Knowledge, Education, Skills and Experience:

- Minimum 8 – 10 years’ relevant professional experience in project and program implementation management
- Masters or Doctorate degree in relevant field (e.g., MBA, MPH, MPA, international development) or equivalent demonstrated professional experience
- Strong leadership, stakeholder engagement, negotiation, organizational and problem-solving skills
- Excellent attention to detail
- Experience working with and interaction with government and donor stakeholders in Sub-Saharan Africa
- Prior experience in Lesotho and/or in developing countries, particularly in Sub-Saharan Africa
- Ability to self-manage and work independently without day-to-day oversight to complete deliverables on time and at a high level of quality
- Prior experience managing and tracking complex budgets
- Experience in program monitoring, evaluation, and reporting
- Experience in international development
- 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**

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- Please submit a Cover Letter and Resume outlining your interest in the position to: [jobs@touchfoundation.org](mailto:jobs@touchfoundation.org). Please put “Touch Program Manager Lesotho” in the subject line of your e-mailed application.

## **LEGAL DISCLAIMER**

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Touch Foundation is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, national origin, color, sex, age, gender identification, sexual orientation, veteran status, or disability. All qualified applications will be given equal opportunity and selection decisions will be based solely on job-related factors. Compensation will be commensurate with experience.

For more information about the Touch Foundation, please visit [www.touchfoundation.org](http://www.touchfoundation.org)