m-mama Tanzania Project Manager

Project/ Program: m-mama Tanzania
Location: Dar es Salaam, Tanzania
Job Status: Full time (12 Months Assignment)

Touch Foundation, an iNGO 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 Project Manager for the m-mama Tanzania Program. The Project Manager will join a team of highly mission-driven professionals with diverse backgrounds and experiences, ranging from management consulting to global public health. The Project Manager will lead the national roll out of the m-mama Emergency Transportation system in Tanzania, by working closely with program teams from Touch, implementing partner and the national Tanzanian Government, becoming an integral part of Touch’s commitment to improving health in sub-Saharan Africa.

BACKGROUND
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 Vodafone Foundation and other funding partners, Touch has developed and implemented in multiple countries (Tanzania and Lesotho) 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’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 are based in Africa, with administrative and development functions centered in the US and Europe. Touch’s diverse team is made up of energetic, collaborative and highly driven individuals who aim to excel – this has been key to the impact that Touch has made in its two decades of existence.

OVERVIEW OF THE M-MAMA PROGRAM

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, USAID, Touch Foundation and Pathfinder International 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 an 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.

In Tanzania, after a successful proof of concept implemented in Sengerema and Buchosa districts, and scaling the program to the Shinyanga region, the m-mama program has been scaled across the country in collaboration with the Government of Tanzania. The full national scale-up will be completed by September 2023 with monitoring, continuous improvement, capacity building and evaluation planned for the remainder of the program.

**POSITION SUMMARY**

We are seeking a full-time Project Manager to support the implementation and national scale-up of our m-mama program in Tanzania.

The Project Manager will work with Touch’s m-mama program teams and will be under the direct supervision of the Director of Programs in charge of the m-mama international programs. The Project Manager will be responsible for planning and executing the project plan including operational monitoring and evaluation, ICT system improvement and maintenance, national government team capacity building and continuous process improvement. The Project Manager will oversee a team of field specialists, ICT officer and program assistant and collaborate closely with program partners (Vodafone Foundation, Implementing Partner – Pathfinder International) and national and regional governments stakeholders.

The Project Manager is expected to travel up to 40% of the time to Dodoma for national stakeholder engagements and to regions for monitoring and quality improvement activities.

**RESPONSIBILITIES AND DUTIES**

1. **Project Management**
   - Manage program activities and workplan on a day-to-day basis by:
     - collaborating with program team members including Pathfinder International, National, Regional and District Teams to define, prioritize, implement, and review actions and deadlines of the program
     - ensuring that all team members are on track with program requirements, deadlines, and schedules
   - Oversee the implementation of the program and ensure that team members are carrying out their tasks efficiently
   - Coordinate implementation of activities and partners at district level, including working closely with the implementing partner to support and manage dispatch center operations, liaise with R/DHMTs and health facilities to resolve issues and ensure smooth implementation of activities and achievement of project deadlines and milestones
   - Prepare and submit program deliverables and ensure that they adhere to Touch Foundation quality standards
   - Organize and conduct meetings with program team members to discuss key topics and identify and resolve issues
   - Draft new and improve existing project management tools, policies and processes for the program
   - Continuously evaluate program risks and suggest risk mitigation plan
   - Manage program budget and provide financial analysis
• Prepare program and financial reports for stakeholders and donors

2. Stakeholder Engagement and Management

• Build strong and collaborative working relationships with key stakeholders including Government of Tanzania, Pathfinder International, Vodafone Foundation, Vodacom Tanzania, National government stakeholders, Regional and District Health Management Teams (R/DHMTs) and ICT development partners while demonstrating high level engagement skills, both in written and oral form

• Develop and update core project communication materials including key messages and presentations, tailoring messages to specific audiences, to be used across multiple channels

• Prepare and conduct meetings with stakeholders to ensure communication regarding program progress, key decisions, and issues

• Work collaboratively with all stakeholders and program team members

3. Monitoring and Evaluation

• Implement monitoring and evaluation systems and designing monitoring tools in collaboration with team

• Determine data analysis procedures and use of quantitative and qualitative analysis tool

• Ensure data is collected by implementing partners and GOT partners

• Analyze quantitative and qualitative data and summarize findings

• Develop monthly, quarterly, or annual reports depending on project requirements

• Disseminate evaluation findings and project results to program team, donors and other stakeholders

4. ICT System

• Define and coordinate together with GOT ICT technical teams any m-mama system development and system integration priorities

• Ensure implementation of agreed ICT workplan according to timelines, monitor progress, identify and resolve risks

• Communicate regularly and effectively on key ICT updates and workstreams with

• Continuously assess ICT risks, define areas of improvement and implement action plan

5. Knowledge Management

• Accurately document deliverables of the program during all the phases

• Conduct post program evaluation and identify key lessons learned

As job descriptions cannot be exhaustive, the Project Manager may be required to undertake other duties that are broadly in line with the above key duties.
QUALIFICATIONS & SKILLS

• Minimum 5 – 8 years’ relevant professional experience in project implementation and management

• Advanced degree in project management, international development or related field or equivalent demonstrated professional experience

• Prior experience in Tanzania and/or in developing countries, particularly in Sub-Saharan Africa

• Strong understanding of formal project management methodologies

• Budget management experience

• Proven stakeholder management skills

• Ability to self-manage and work independently without day-to-day oversight to complete deliverables on time and at a high level of quality

• Excellent oral and written communication skills, especially presentations and demonstrations

• Leadership, negotiation, organizational and problem-solving skills, and excellent attention to detail

• Competency in Microsoft applications including Word, Excel, Power Point and Outlook

• Fluency in Kiswahili and English

• 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 and cc gmelfi@touchfoundation.org. Please put “m-mama Tanzania Project Manager” in the subject line of your e-mailed application

• Deadline for the application is August 18, 2023

LEGAL DISCLAIMER

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 applicants 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