

Islamic Relief Australia

Program Officer

Local Programs

BASE LOCATION: Sydney

EMPLOYMENT STATUS: Full-Time

REPORTING TO: Director of Programs and Institutional Relations

ISLAMIC RELIEF:

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of colour, race or religion. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a key, well known and respected aid agency in disaster relief and the ongoing development of people in over 30 countries. It specialises in Education & Training, Health and Nutrition, Water & Sanitation, Income Generation, Orphans' Support, Emergency Relief and Disaster Preparedness. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and is an implementing partner for DFID, ECHO, the World Food Programme and UNHCR.

Islamic Relief Australia is an active member of the Australian Council for International Development (ACFID) and adheres to the ACFID Code of Conduct which defines minimum standards of governance, management and accountability of development for non-government organisations (NGOs). Complaints relating to a breach of the ACFID Code of Conduct can be made to the ACFID Code of Conduct Committee.

PURPOSE OF THE PROGRAMS DEPARTMENT:

The purpose of the Programs Department is to keep the organisation focused on the socio-economic and humanitarian needs of vulnerable people and to enable them and their communities to develop sustainably. Moreover, it ensures that the organisation is prepared to respond promptly and effectively to any humanitarian crises that arises in Australia and overseas. The Department is also responsible for administering the Orphan Sponsorship Program. The Programs Department also plays the central role in establishing and maintaining institutional relations and in supporting partnerships.

Islamic Relief Australia has a small but growing portfolio of local projects being directly implemented by IRAUS staff and volunteers or through partnerships with local not-for-profit and community-based organisations. The focus of the local program has included projects targeting new arrivals, community empowerment, domestic violence, youth empowerment, disaster resilience, food security, homelessness, disaster recovery, and integration into Australian society. IRAUS is bound to ensuring transparent and timely reporting to the organisation's donors.

The Department is responsible for the creation, implementation and monitoring and evaluation of the IRAUS programs in accordance with the IRAUS organisational strategy and IRAUS programs strategy.

RELATIONSHIP WITH THE FUNDRAISING AND COMMUNITY RELATIONS DEPARTMENT (FCR):

The FCR Department is key in maintaining close and constructive relationships with the broader community, including community organisations. In addition to engaging volunteers, and holding community and fundraising events, FCR assists in identifying community needs. The Programs Department is responsible for developing projects and programs to address those community needs. Project implementation takes place through the Project Department. The relationship between the two departments is therefore very close.

JOB PURPOSE:

The Programs role is to coordinate, support and manage the IRAUS Local Programs Strategy to achieve significant growth and quality impacts. The position will deliver across two primary modalities for local programming: i) to lead and manage small local projects where IRAUS is the implementing agent; and ii) to coordinate and support local IRAUS partner projects managed by local Not-For-Profits and Community Based Organisations. Both modalities require efficient and effective project development skills, project cycle management and grant management expertise, the ability to apply quality and accountability frameworks, and the ability to effectively engage members of the community in Australia.

The Local Programs officer is a hands-on role within the IRAUS Programs Department, working in close collaboration with other key departments. At times the incumbent may be required to assist the international development coordinator.

All IRAUS positions are required to work in respect of Islamic Relief's vision, mission and values, and demonstrate our principles of humanity, honesty, respect and fair treatment towards all internal and external stakeholders.

KEY ACCOUNTABILITIES:

The post holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

The following are the main responsibilities that the role holder will be accountable for:

1. Support and manage local programs.
2. Support in project management (including financial management).
3. Development of relevant programming tools, guidance and procedures.
4. Provide capacity building and technical advice to local program partners.
5. Compliance, risk and audit.
6. Quality and accountability including monitoring, evaluation, accountability and learning.
7. Communications and advocacy.
8. Report preparation.

Main Responsibilities:**Coordination and management.**

1. Support the Director in the management of the portfolio of local emergency, welfare and development projects directly implemented by IRAUS in Australia.
2. Support the Director in the management of local emergency, welfare and development projects implemented by local partners in Australia.
3. Contribute to organisational planning and strategic direction setting for IRAUS local programs.
4. Support, manage and motivate staff and volunteers directly involved in local programs and projects.
5. Foster and maintain a "learning, sharing and accountability culture".

Program development.

1. To assess opportunities for IRAUS to engage in local and international programming in areas consistent with the Program Strategy and in niches where we can specifically add value.
2. To conduct project feasibility studies and develop concept notes for IRAUS approval.

3. To design proposals for local and international projects using IR templates (narrative and budget).
4. To liaise with partners and beneficiaries to ensure all project outputs are met.
5. To identify suitable partners for program delivery and plan, manage and evaluate programs delivered.
6. To identify and vet suitable implementing partners, (where not IRAUS) and liaise to ensure all project outputs are met.
7. To seek grant funding opportunities from institutional donors (this includes assisting with grant applications).
8. To develop tools, templates, guidance notes and procedures where needed.
9. To ensure funding proposals and reports to the highest standards and to the funder's requirements.
10. To ensure all data entry and analysis including database and dashboard management and reporting to maintain accurate records of all projects funded by IRAUS.
11. To evaluate existing programs recommending modifications and advising for new programs.
12. Any other tasks assigned by the Director.

Project management.

1. Facilitate, manage, coordinate or support project implementation teams to efficiently and effectively perform each function of project cycle management – from project identification and design, through implementation, monitoring, review and evaluation, learning and reporting.
2. Troubleshoot and apply adaptive management practices to project implementation with a clear focus on achieving intended outcomes.
3. To support project implementation teams to perform each function of project cycle management efficiently and effectively.
4. To document project activities, and maintain detailed records of decisions, accounts, and assets.
5. To ensure all data entry and analysis including database and dashboard management and reporting to maintain accurate records of all projects funded by IRAUS.
6. To effectively supervise and support volunteers involved in program implementation.
7. To support in managing the process of Service Level Agreements for local and international projects with IRAUS and IRW.

Capacity building and support.

To support local partners (Not-for-Profit and Community Based Organisations) to:

1. To develop their capacities to design, implement, monitor, and evaluate local and international projects.
2. To comply with Anti-Money Laundering and Counterterrorism (AMLCT) and Child Protection (CP) requirements.
3. To meet minimum financial management and audit requirements.
4. To enter into MOUs and funding agreements (contracts) with IRAUS.
5. To seek and support grant funding.
6. To understand and use quality and accountability frameworks and approaches, global standards and cross-cutting issues.

Quality and accountability.

1. To facilitate local program and project monitoring and evaluation activities.
2. To support in ensuring that IRAUS supported projects comply with AMLCT and CP requirements and meet minimum financial management and audit requirements.
3. To support in complying with key IRAUS quality and accountability frameworks and approaches, global standards, and cross-cutting issues – including the ACFID Code, IRAUS child protection policy, gender justice, equity and diversity, rights-based approaches, sustainable development goals, etc.
4. To promote local and international program and project communications and joint advocacy through the IRAUS website and social media channels.
5. To ensure timely and compliant reporting on all IRAUS supported local projects.
6. Actively support knowledge sharing and learning across local projects and between partners.
7. To collaborate with Fundraising staff to provide them with accurate, high-quality information about projects and issues for public dissemination.

8. To promote innovation, research, and experimentation within the IRAUS Team.
9. To ensure that all project systems and procedures are followed, and contract documentation is completed on time and in line with funder requirements.
10. To ensure all contract documentation is filed appropriately, completed, and submitted on time and in line with funder requirements.
11. To visit field offices and partners to ensure the delivery of our programs.
12. To evaluate existing programs recommending modifications and advising for new programs.

KEY RELATIONSHIPS AND AUTHORITY:

- Close liaison with the Programs Coordinator and Director for Programs.
- Close liaison with local partners (Not-for-Profit and Community Based Organisations) and the community.
- Participate in the broader organisation as a member of the IRAUS Programs Team.

Other responsibilities:

1. To ensure personal adherence to the IRAUS HR policies and the Employee Code of Conduct.
2. To work flexibly according to the demands of the organisation and carry out any other duties within the competence of the post holder, assigned by the line manager.
3. To be aware of and respect the health and safety policies in the area of his/her operations.
4. To respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
5. To assist the Program Coordinator in identifying and preparing case studies and reports for use in promotional material.
6. Any other task as deemed appropriate by the Director in improving the efficiency and performance of Islamic Relief.

SKILLS, EXPERIENCE AND QUALIFICATIONS:

Qualifications

- Significant previous experience in a similar role, at a local level.
- Qualified to a degree level, ideally in the social sciences, including social work.

Experience

- At least 2 years' experience of working with local programs in a community development setting.
- At least 2 years' experience in program development, monitoring and evaluation.
- Experience of conducting needs assessments.
- Experience in grant writing will be considered favourably, particularly previous experience in successfully securing institutional funds and working with institutional donors.
- Strong facilitation and networking skills to build and manage diverse internal and external relationships.
- Partnership management.
- Volunteer management.

Knowledge

- Knowledge and understanding of program implementation.
- Knowledge of the charity sector.

Skills

- Good leadership and people management skills as well as being a team player.
- Excellent written and verbal communication skills in English. Additional relevant language skills will be highly regarded.
- Cross cultural communication skills and knowledge of Islamic faith values.
- Good IT skills.
- Report and proposal writing skills.
- Complex problem solving and decision-making skills.

- Diplomacy, tact and negotiation skills.

Ability

- An ability to follow-up and supervise as well as support.
- Ability to work in a systematic and methodical manner.
- Ability to work well on your own initiative.
- Ability to work flexibly, under pressure and adapt to change.
- Ability to travel domestically as required (up to 50%).

Commitment

- Commit to uphold the integrity and standards of IRAUS and its values.
- Commitment to IRAUS's values and standards of safety of children and protection from sexual exploitation and abuse in all our activities.
- The willingness to work outside normal office hours.
- Excellent cross-cultural communication skills as well as a good knowledge and respect of the Islamic faith and values.