

Job Description:

Program Manager (Gulu)



Redeem's mission is to protect widows and orphans from violent abuse and exploitation by:

- Awakening** the world to the need to defend the orphan and the widow in the twenty-first century;
- Assembling** the resources needed to protect the world's most vulnerable widows and orphans;
- Assisting** law enforcement in real cases that restore victims and restrain their abusers; and
- Amplifying** law enforcement protection through community engagement and capacity building.

We are currently implementing a program in Uganda to protect widows and orphans from the devastation of predatory eviction with plans to expand our defense of the vulnerable into other countries in the future.

As Redeem's Program Manager, you will be responsible for ensuring that Redeem's program to protect Uganda's widows and orphans from predatory eviction achieves its desired impact, that casework staff who implement the program are well-trained and supported and that all program activities are consistent with Redeem's mission, values and hedgehog principle. Specific responsibilities include:

Leadership

- Supporting the National Director and global leadership in setting and refining Redeem's Uganda strategy;
- Collaborating with National Director and Program Managers in refining Redeem's Uganda program approach;
- Identifying and vetting locations for the growth of Redeem's programmatic interventions in Uganda;

Subject Matter Expertise

- Serving as a technical consultant and professional mentor to Redeem staff serving as investigators, attorneys, social workers, community liaisons and casework administrators ("Casework Staff");
- Developing internal policies, guidance, templates and trainings to guide casework execution;
- Training Casework Staff on Redeem's casework model and the specific requirements of their roles;
- Consulting with Program Managers on the recruiting, management and development of Casework Staff;
- Providing teams with guidance on technical issues arising in their casework (e.g., intake decisions);
- Over time, recruiting and managing a team of specialized internal subject matter experts;

Monitoring & Evaluation

- Coordinating Redeem's efforts to monitor, evaluate and report on its program activities in Uganda;
- Partnering with Redeem's COO in developing program definitions, standards, goals and indicators;
- Partnering with Program Mgrs and Casework Admins in developing systems for collecting program data;
- Consulting with Program Mgrs and Casework Admins in setting team and individual performance targets;
- Drafting program reports for Redeem's leadership, board donors and government authorities;

Networking

- Mentoring, advising and building capacity in partner agencies such as the UPF, DPP and the Judiciary;
- Advocating on behalf of Redeem, its model, its team and its partners with relevant authorities;

Miscellaneous

- Communicating with donors, supporters, media and other outside parties about Redeem's work;
- Contributing to the review and design of Redeem's organizational systems, guidelines and policies;
- Participating in Redeem's professional development and spiritual formation activities;
- Supporting other teams within Redeem in the achievement of their objectives; and
- Completing other duties as assigned.

Recruiting Profile:

Program Manager



Redeem strives to build a culture of Christian excellence that reflects the following four core values:

We love each other well;
We don't make easy things hard;
We measure by results; and
We are joyful in our work.

Redeem is looking for a highly skilled and responsible individual who will reflect these values while enhancing the delivery of Uganda's program to protect Uganda's widows and orphans from predatory eviction. Specific attributes include:

Experience

Required: Bachelor's degree or professional equivalent in criminal justice, law or social work;
Required: Five or more years of professional experience as an attorney, investigator or social worker;
Required: Two or more years of professional experience in management or organization leadership;
Preferred: Hands-on experience with Redeem's casework intervention model or similar models;
Preferred: Experience as a trainer, consultant, educator and/or government liaison;
Preferred: Experience working in start-up, international, matrixed and/or faith-based organizations;

Skills

Required: Expertise in one or more of the following disciplines - investigations, law, social work;
Required: Next-level emotional intelligence and relationship building capacity;
Required: Confidence-enhancing written work product, oral communication and public speaking;
Required: Computer literacy with strong capacity in word processing, email and business systems;
Required: Ability to effectively lead and influence without direct management authority;
Preferred: Knowledge of multiple justice-system related disciplines (investigations, law, social work)
Preferred: Understanding of Google business suite and digital project management tools;
Required: Fluency in English and Acholi with excellent written and oral communication in both;

Attributes

Required: Mature Christian faith;
Required: High degree of personal and professional integrity and trustworthiness;
Required: Strong teamwork, interpersonal skills and ability to work on a multidisciplinary team;
Required: Excellent independent professional judgment and ethical decision-making;
Required: Innovative and creative problem solving in the face of complex nuanced issues;
Required: Persistence and tenacity in the face of difficult problems or challenges;
Required: Commitment to meet deadlines and achieve results in a fast-paced environment; and
Required: Love-motivated service orientation toward colleagues, partners and even adversaries.

The Program Manager will report to the National Director and will be based in Gulu, working primarily in Gulu and Amuru districts with occasional travel throughout Uganda.

Interested applicants should send a cover letter and resume, with copies of their academic credentials, to the Human Resource Manager at ugandahr@redeeminternational.org by Thursday, 29th February, 2024.