Job Description:

Team Lead

Redeem's mission is to protect the homes and land of the world's most vulnerable widows and orphans 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 implementing a program in Zambia to protect widows and orphans from the devastation of land grabbing, replicating the good work that our colleagues are already doing in Uganda.

As Redeem's Team Lead, you will be responsible for leading the efforts of a talented multi-disciplinary team to protect vulnerable widows and orphans from land grabbing by intervening in individual land theft cases and ultimately creating a deterrent impact that will drive down victimization rates among widows and orphans across your team's project area. Specific responsibilities include:

Leadership

- Supporting the Chief Program Officer and leadership in setting and refining Redeem's strategy in Zambia;
- Fostering a workplace culture in your casework team that is consistent with Redeem's mission and values;
- Ensuring that all team activities team are consistent with Redeem's program strategy and hedgehog principle;

Team Management

- Supervising a multidisciplinary casework team consisting of two attorneys, two investigators, one social worker, one community liaison, one casework administrator, one paralegal and one logistics officer;
- Ensuring that your assigned casework team is well-coordinated and successful in achieving its objectives (i.e., maximizing the number of land grabbing victims restored, criminals prosecuted, and ultimately abuses prevented);
- Coordinating the efforts of casework team staff to ensure the efficient allocation of resources and workload;
- Recruiting, vetting, hiring, supervising, evaluating, disciplining, and terminating casework team staff members;
- Providing team members with guidance on technical issues arising in their casework (e.g., intake decisions);
- Overseeing the accurate and timely collection and reporting of team and individual performance data;
- Collaborating with Redeem's Director of Program Dev't and subject matter experts to improve program quality;
- Ensuring casework team compliance with internal policies and relevant statutes, laws and regulations;

Advocacy

- Representing the team and the organization with political, cultural, and religious leaders in your project area;
- Ensuring that your casework team receives the operational and programmatic support it needs to succeed;
- Advising and building capacity in local law enforcement actors (e.g., ZPS, NPA, Judiciary, etc.);
- Advocating on behalf of Redeem, its model, its team, its partners and its clients 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.

The Team Lead will report to Redeem's Chief Program Officer and will be based in Choma, working primarily in Zambia's Southern Province with travel to Lusaka and other districts in which Redeem operates. The position can and should be referred to as Program Manager externally if it eases understanding for external parties.

Recruiting Profile:

Casework Team Lead

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 Zambia's program to protect Zambia's widows and orphans from land grabbing. Specific attributes include:

Experience

Required: Bachelor's degree or professional equivalent in program management, law or other relevant field,
Required: Five or more years of professional experience in program management and/or the justice sector;
Preferred: Five or more years of experience in team supervision and/or program management;
Preferred: Experience in multiple justice-sector disciplines (e.g., law, investigations, social work);
Preferred: Hands-on experience with Redeem's casework intervention model and/or similar models;
Preferred: Experience working in start-up, international, matrixed and/or faith-based organizations;

Skills

Required: Fluency in English and Tonga with excellent written and oral communication in both;
Required: Next-level leadership, 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 data analysis;
Preferred: Working knowledge of Zambia's legal system, penal code and land and/or succession law;
Preferred: Knowledge of multiple justice-system related disciplines (investigations, law, social work)
Preferred: Understanding of Google business suite and digital project management tools;

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.

Interested candidates should click here to apply by 30th October, 2026