



Terms of Reference: Program Manager | Rehabilitation

About:

Program Manager is a senior management position leading the Rehabilitation pillar of KRCT. The person holding this position is part of KRCT's Senior Management Team (SMT). The Rehabilitation pillar primarily deals with psychosocial support provision (through individual and family therapies), but also entails socio-economic support provision, supervise of new approaches to rehabilitation and care, programs of support to institutions and other organizations providing direct support to survivors and contributes to research to inform and tailor methods of care (in collaboration with other KRCT pillars, namely Advocacy and Human Rights, and Knowledge and Development). The Head of Rehabilitation coordinates the largest pillar at KRCT, meaning that the position focuses on (direct and indirect) supervision of the largest team within KRCT and on oversight of projects and services. She/he deals with ensuring that the pillar has sufficient capacity to respond to the needs of survivors/SGBV in a carefully tailored manner, and that all its projects and programs contribute to KRCT's strategic goals in an integrated and coherent manner. She/he is accountable to ensure that Rehabilitation managers implement programs and projects of the pillar effectively and in line with beneficiaries' needs and KRCT's obligations.

Supervision lines

- Supervised by: Executive Director

Key Responsibilities:

Programmatic Management (Rehabilitation) and Coordination

- Ensuring the overall strategic and programmatic development of the Rehabilitation pillar
 - o Coordinating the annual planning for the pillar, and monitoring the implementation of the plan
 - o Managing relationships with donors and external partners supporting the projects under the pillar
 - o Managing fundraising efforts for projects and programs under the pillar
 - o Overseeing the pillar project portfolio in a way that enables optimal use of human resources and internal expertise and maximizes synergies and collaboration between projects and with other KRCT pillars.
 - o Leading on the development of KRCT's approach to: (a) psychosocial rehabilitation, (b) socio-economic support, (c) mentoring of other providers of psychosocial care
- **Management of the team and resources**
 - o Ensuring smooth day-to-day coordination of the pillar, including by overseeing the assignment of staff to different projects
 - o Direct supervision of mid-management level staff in the Rehabilitation pillar, including through setting professional development objectives and conducting performance evaluation
 - o Ensuring that managers within the pillar efficiently supervise downstream staff, including through setting professional development objectives and conducting performance evaluation
 - o Ensuring timely financial and narrative reporting to donors for projects under this pillar, and ensuring the accuracy and quality of reporting
 - o Ensuring confidentiality and data protection of documentation related to the organization's beneficiaries



- Mentoring and developing capacities of the staff within the pillar
 - Contributing to human resources planning
 - Ensuring effective management of human, financial and other resources of the pillar
 - Taking appropriate measures to ensure staff well-being and care
- Ensuring high-quality, tailored, holistic rehabilitation for survivors
- Ensuring constant advancement in care to survivors, including by conducting ongoing assessment of needs of KRCT's beneficiaries, and by conducting regular evaluations of KRCT's own approaches
 - Participating in relevant national, regional, and international fora to promote KRCT's approach, and to integrate new insights into KRCT's services, in concert with the Head of Knowledge and Development.
 - Ensuring the provision of high-quality rehabilitation to survivors, including through:
 - Individual therapies
 - Family therapies
 - Socio-economic support
 - Orientation to competent institutions for access to social and health services
 - Ensuring that KRCT's standards of care are aligned with the best global practices
- Contributing to an ecosystem that is favorable to survivors, including by:
- Building the capacities and sensitivity of institutions and organizations directly interacting with survivors
 - In concert with the Knowledge and Development pillar, ensuring compilation and dissemination of KRCT's care protocols and standards
 - Identifying service provision gaps, survivors who might be underserved, and necessary changes in legislation, procedures and/or capacities (and coordinating with other pillars to secure those changes)
 - Contributing to the public advocacy and knowledge around the rights and perspectives of survivors and fighting the stigma surrounding them
 - Contributing to effective documentation and public understanding of the crime of sexual violence and its consequences, in concert with the Knowledge and Development pillar.
- Contributing to MEL system development and implementation
- Contributing to setting the desired results and indicators of progress for this pillar
 - Ensuring that all pillar staff fulfill the MEL requirements set by the organizational framework and specific requirements

Contribution to Organizational Leadership (jointly with other members of the SMT):

- Ensuring that the organization has sufficient financial and human resources
- Ensuring that the organization works in line with its mission and strategic objectives, seizing and maximizing opportunities including in terms of strategic partnerships
- Ensuring that the organization fulfils all its obligations, including reporting to its Board, donors, and external partners



- Contributing to setting clear organizational priorities, and contributing to annual planning and budgeting
- Ensuring that KRCT's programs and projects are well integrated and mutually reinforcing
- Safeguarding the organization's independence, and mitigating any context or organizational risks
- Ensuring that KRCT is a learning organization
- Ensuring that KRCT's internal processes and procedures are applied consistently across the whole of KRCT's operations
- Contributing effectively to the SMT's functioning, both by being in line with the collegial approach and by showing strong individual accountability for own priorities and action points
- Contributing to other pillars as needed, especially Knowledge and Development, and Advocacy and Human Rights

Qualifications:

- Academic training as a psychologist, doctor, social worker, management or related fields
- At least five years of relevant practical experience on senior managerial position
- At least five years of experience in direct support to on vulnerable groups
- Proven experience in strategic planning, fund raising and project development.
- Knowledge of KRCT's themes and practical understanding of needs of KRCT's target groups
- Excellent understanding of Kosovo's institutional landscape and of the social, legal and health services.
- Demonstrated track record with staff management, familiarity with the management by objectives frameworks and processes.
- High degree of sensitivity and empathy, ability to adapt to the needs of beneficiaries
- Excellent organizational skills and the ability to work under pressure and manage a complex programmatic portfolio.
- Track record in capacity development and mentoring
- Experience with non-profit management
- Excellent communication and public presentation skills
- Fluency in English
- Fluency in Serbian would be an asset.

Application process

Applications have to be submitted via e-mail to: info@krct.org no later than **22nd of September 2023**, indicating in subject line: **Application for Program Manager / Rehabilitation.**

Application needs to include:

- CV;
- Cover letter, indicating relevant skills for this position, including recent experience;
- Two references/previous employers/supervisors who are able to comment on your ability to deliver on the assignment as described with ToRs.

Note: Incomplete proposals shall not be considered for further process. Proposals received after the exact time specified for receipts of offer shall be considered late and shall not be evaluated. **Only shortlisted candidates will be contacted.**