Program Manager

NetHope Program Manager

Organization
NetHope enables humanitarian organizations to better serve the developing world through smarter use of technology. A membership organization currently serving 44 leading international humanitarian, health and conservation organizations, we help our members collaborate, innovate, and leverage the full potential of information and communications technology to support their work in the developing world. We focus on five key areas: connectivity, field capacity building, emergency response, shared services, and innovation for development. A catalyst for collaboration, NetHope facilitates shared problem-solving, fosters strong relationships across sectors, and supports the ongoing growth and development of our member organizations worldwide. Our work is guided by six fundamental values: technology matters; benefiting all benefits one; learning through collaboration; build for the field; bias for action; and trust above all else. Learn more at www.nethope.org.

Position
In September 2012, the Johns Hopkins Bloomberg School of Public Health’s Center for Communication Programs (CCP) was awarded a Cooperative Agreement lasting from 2012 to 2017 for the Health Communication Capacity Collaborative (HC3) project with USAID. HC3 is a global social and behavior change communication (SBCC) project that strengthens in-country capacity to implement state-of-the-art behavior change communication programs. HC3 currently has activities in 34 countries worldwide.

NetHope is an official partner with CCP on the HC3 project providing technical advisory and assistance services including work on community space for SBCC professionals, known as “Springboard for Health Communication Professionals,” that combines face to face and virtual collaborations (www.healthcommspringboard.org). In order to fulfill its responsibilities on the HC3 project, NetHope needs a Program Manager who will serve as the primary liaison to the HC3 team, provide active participation in building a community presence on and off-line, and providing technical expertise related to emerging ICT solutions. In addition to supporting the HC3 project, the Program Manager may also be assigned responsibilities related to other NetHope programs as time allows with an eye to concept generation for NetHope programs extending beyond the HC3 project timeline.

The Program Manager reports to the Director, Global Programs.

Since NetHope works as a virtual team, the Program Manager must be adept at working independently, building and bridging communications in a virtual environment, and adapting distributed processes and workflows.

Responsibilities

Program Management
Serve as the primary liaison to the HC3 team for NetHope as the technical partner of the collaboration
• Provide inter-agency coordination with the subset of NetHope’s members engaged in healthcare related field projects.
• Identify and, as appropriate, engage member agencies as executing stakeholders in field level health communications programs.
• Through NetHope’s supporter network (technology sector), help explore partnership engagement opportunities.
• Work with the HC3 team and partners to document user needs, including digital capacity assessments in low income settings, business and corporate social responsibility cases, and technical components for pursuing streamlined in-kind contributions such as discounted products and/or services.
• Collaborate on activities/marketing programs appropriate to HC3 core planning and execution activities (e.g. Springboard and other HC3 related web properties and activities including cross-referencing of content with the NetHope Solutions Center).
• Author written reports for NetHope members on opportunities for participation and solicit comprehensive NetHope member concept notes outlining field project participation & support.
• Provide regular written progress update reports to HC3 partners and donors.
• Generate concept notes on the intersection between Information and Communications Technology and Social Behavior Change Communications interventions and projects and health-related programs in general.

Community Building
Cultivate community engagement and manage community contributions and conversations (both online and off) for the “Springboard for Health Communication Professionals”. Provide active participation in the “Springboard” and community building efforts such as contributing to HC3 Community facilitation with the following competencies:
• Online community building
  o Cultural competence
  o Forum facilitation & moderation
  o Webinar hosting, facilitation & management
  o Newsletter development & distribution
  o Support Springboard regional secretariats and country champions to plan and facilitate virtual discussions and solutions related to local community interests
• Face to face community building
  o Liaise with NetHope members in Baltimore/Washington DC region to promote engagement and exchange through HC3 platforms and activities
  o Support Springboard regional secretariats and country champions to plan and host local face to face events
• Customer service/Capacity building
  o Technical support & problem solving
  o Training and mentoring
• Documenting Springboard success stories
  o User case studies
  o Monitoring web analytics and preparing monthly and quarterly trend reports
  o Write blog posts for HC3 website on issues related to Springboard, innovations and ICT and SBCC
  o Contribute to HC3 workplans and reports
• Technology Sector Liaison
  o Identify, engage and maintain relationships with promising SBCC Technology Innovators and local SBCC field program actors
Technical Expertise
Provide technical assistance, such as ICT expertise, for the ICT & Innovation projects related to the HC3 Project

- Contribute knowledge sharing of emerging ICT related hardware and software solutions to the NetHope Solutions Center, Women TechConnect, mobile money and payment innovation initiatives, other key initiatives, and working groups for activities compatible with HC3 (e.g., Learning Management Systems, mentoring programs, etc.)

Be an Active, Engaged Team Player at NetHope

- Proactively collaborate with colleagues on strategies, communications and commitments to donors.
- Participate in team meetings, discussions and other activities.
- Promote teamwork and collaboration through a positive attitude and effective communication.

Personal Characteristics

- Excellent interpersonal and team skills, extremely collegial. Sense of humor a must.
- Demonstrated resourcefulness and good judgment.
- Values diversity of thought, backgrounds and perspectives.
- Ability to multi-task while maintaining vigilant attention to details.
- Integrity/ethics beyond reproach.
- Constantly looking to apply best practices, enable clarity, innovation, and simplicity.
- Connection to NetHope’s mission.

Knowledge and Skills

- A passion for NetHope’s mission and for working collaboratively, entrepreneurially, and nimbly in a fast-paced dynamic environment.
- The relentless pursuit of excellence – balanced with a pragmatic sense of what is possible and realistic.
- A penchant for creative problem solving, attention to detail, ability to adapt, spirit of teamwork, and exceptional work ethic.
- Excellent data analysis and reporting skills
- Create and manage relationships and/or partnerships to gain support.
- Group facilitation skills
- Demonstrated mastery of project management and good record keeping skills.
- Ability to work independently in a virtual organization. Good judgment, time management, organizational skills and resourcefulness required.
- Excellent verbal and written communications skills with proficiency in Microsoft Office products.
- Effectively communicate via presentations, conversations, and documents.
- Proficiency in synthesizing materials from multiple sources into a coherent and accurate summary.

Education and Experience
• Bachelor’s degree from an accredited institution required. Master’s degree in public health or related field preferred.
• At least 5 – 7 years of work experience in a professional environment.
• Experience facilitating groups, writing technical reports, building on-line communities
• Additional preferred experience:
  o working with staff at all levels of the organization including senior executives

This is a full-time contractor position preferably located in the Baltimore vicinity. This position will be based at the CCP offices in Baltimore. Compensation is commensurate with experience. This position requires travel 4-6 times per year to locations in the U.S. and potentially internationally. To apply, contact us at jobs@nethope.org.