



DIRECTOR OF PROGRAM OPERATIONS

OPPORTUNITY & CHALLENGE

An exciting opportunity exists to join a growing team committed to innovative approaches to ending diseases that have disabled and marginalized millions of people in over 100 countries.

Since 1906, American Leprosy Missions (ALM), has provided treatment and care for those who have been affected by leprosy and other Neglected Tropical Diseases (NTDs). In addition to treatment and care for people, ALM strives to bring an end to leprosy and other NTDs altogether. ALM launched an aggressive five-year strategy in 2015 to increase impact by 10 times. It is not enough for ALM to be the oldest and largest non-profit in the U.S. working to cure and care for people affected by leprosy and other NTDs. New innovations, new technologies, and new partnerships must rapidly come to bear on this age-old problem. In order to reach one million people a year by 2020, and ultimately end leprosy, ALM will build on existing networks and launch new coalitions to grow high-impact programs.

During the past two years ALM has:

- Launched a global multi-NTD mapping and management initiative, to target and increase health access for those who are most at risk of being affected
- Expanded a new preventative chemoprophylaxis trial with potential to interrupt leprosy transmission
- Utilized a lean experimentation model to test innovative ideas
- Tested a new for-profit model to help fund growth
- Increased institutional funding by over 500%

In addition, after 15 years of ALM-funded research a vaccine for leprosy has been developed and has entered Phase 1 clinical trial. This is an exciting time to join an organization committed to envisioning new ways to tackle an ancient disease like leprosy and similar diseases of poverty with high-impact, sustainable solutions. More information is available at leprosy.org.

POSTION PROFILE

The Director of Program Operations will help translate American Leprosy Missions' (ALM) vision and strategic plan into measurable results. This will involve ensuring program systems are strong and scalable and resources are aligned to help the ALM program team implement the strategy efficiently, effectively and in compliance with best practice and donor requirements. This operations or development professional brings an entrepreneurial spirit and successful track record to the team. This individual has demonstrated a key ability to redesign systems, structures and processes for greater effectiveness. He or she takes initiative without being asked and has a track record of building collaborative partnerships within a team and with external partners to accomplish results. The Director of Program Operations will report to the Vice President of Programs and be based in Greenville, South Carolina.

Essential Job Functions

Strategy and Operations Management

- Work with VPs and directors to set program priorities, strategies, KPIs and schedules, ensuring initiatives align with the ends policies of the organization, and operate according to best practice and auditable standards
- Provide operational leadership, tracking and reporting of progress to support the implementation of the program team's strategic objectives
- Seek out, test and implement innovations in processes, tools and management of projects to maximize the efficiency and effectiveness of implementation
- Proactively identify programmatic or operational opportunities and risks together with VPs and directors and develop contingency plans with relevant program team members
- Manage the compilation and organization of project files and data in accessible and auditable format in coordination with relevant directors and the finance department
- Ensure reporting and compliance timelines are communicated and met
- Ensure program policies and practices are up-to-date and compliant with donor regulations
- Support the development of program proposals for funding as needed

Systems Development and Business Intelligence

- Oversee the development or optimization of strong and scalable systems which enable the program team to implement the strategy efficiently, effectively and in compliance with best practice and donor requirements. This will include, but not be limited to the team's strategy, project and financial management systems.
- Work with directors and partners to develop systems that strengthen partner capacity and ability to implement effective programs

- Ensure systems provide timely, accurate and accessible data for program, communications and development teams, supporting evidence-based decision making
- Ensure relevant program data is shared with partners and other NTD actors and reporting bodies, and that relevant data from external bodies is shared with the ALM team
- Ensure the development of high-quality reports and visualizations of program data within ALM and to ALM partners

Team and Partner Capacity Building

- Work with directors to develop or source tools or training to strengthen organizational and partner capacity in program implementation (e.g. project management, financial management, donor compliance)
- Support capacity building and training of ALM team members and partners in using program systems to effectively implement, learn from and represent their work
- Support collaborative relationships with partner organizations and institutional funders to maximize ALM's effectiveness in reaching the ends of the organization
- Recruit consultants, interns or volunteers to assist with program team needs, including preparing agreements, developing scopes of work, and monitoring work product
- Recruit and develop program team members as needed with a vision for the future of the organization
- Articulate and promote what God is doing in and through ALM's ministry

Required Minimum Education, Experience and Skills

- Bachelor's degree in business administration, public health or a related field
- Global and/or non-profit experience living and working overseas
- Five years' experience managing operations or projects
- Proven success in designing effective organizational systems
- Advanced usage of necessary software and technology
- Ability and willingness to share the Christian faith through word and deed

Preferred Education, Experience and Skills

- Advanced degree in business administration or a related field
- Experience implementing balanced scorecards, OKRs or similar strategy management systems across a globally dispersed team
- Experience in leprosy, NTDs or community health
- Fluency in a second language (French is preferred)

ABOUT

Motivated by Christ's love, American Leprosy Missions works to bring healing and hope to some of the world's most marginalized people.

More than one billion people are affected by Neglected Tropical Diseases (NTDs), and more than 40 million people live with lifelong disabilities caused by these terrible diseases. NTDs affect the poorest and most marginalized people and can lead to:

- Profound pain and suffering
- Malnutrition
- Lifelong disabilities
- Increased poverty
- Stigma and isolation

American Leprosy Missions focuses on projects in eight countries to cure people suffering from NTDs, care for those affected, and ultimately end them in our time. It also impacts many others through professional training programs, medical supply deliveries, health system strengthening and disease mapping and management.



To apply for the Director of Program Operations position, please send a cover letter and resume to almcareers@leprosy.org.