

Director of Program Operations Profile

Opportunity and 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 people who have been affected by leprosy and other neglected tropical diseases (NTDs). In addition, 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. New innovations, new technologies and new partnerships must rapidly come to bear on this ancient problem. In order to reach one million people a year by 2020 and ultimately end this disease, 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
- 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 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.

Position Profile

The Director of Program Operations will help translate American Leprosy Missions' vision and strategic plan into measurable results, 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. The Director of Program Operations will be based in the Greenville, SC office, supervise three operations staff and report to the Vice President of Programs.

Essential Job Functions

Operations Management, Policies and Systems

- Provide operational leadership, tracking and reporting of progress to support the implementation of the program team's strategic objectives
- Oversee the development or optimization of strong and scalable software systems, policies and processes 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, grants 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 the development of high-quality reports and visualizations of program data within ALM and to ALM partners
- Align international staff agreements, payroll and benefits with relevant laws and American Leprosy Missions' policies
- Support program department recruitment and onboarding
- Ensure legal compliance, risk management strategies are in place for the Program Team, identifying programmatic or operational opportunities and risks together with VPs and directors
- Seek out, test and implement innovations in processes, tools and management of projects to maximize the efficiency and effectiveness of operations
- Work with VPs and directors to track program priorities, strategies, KPIs and schedules, ensuring initiatives align with the ends policies of the organization, operate according to best practice and auditable standards

Finance and Grants Management

- Overall responsibility for program financial management, policies, and systems, including accompanying training and support for staff adoption and compliance
- Oversee all aspects of grants and sub-grants cycle management from pre-award through project closeout, including compliance, reporting, and financial management
- Oversee budgeting and financial forecasting, including cash flow and unrestricted net asset projections under various scenarios
- Oversee preparation of regular financial reports for both the board and programmatic leadership
- Ensure project files and data are in accessible and auditable format in coordination with relevant directors and the finance department
- Ensure program policies and practices are up-to-date and compliant with donor regulations
- Support the development of program proposals for funding as needed

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

Accountabilities

To perform the job successfully, the employee should achieve or maintain acceptable productivity levels, quality levels and/or outcomes in the areas listed below.

- A program operations plan is in place to support program team members and partners in implementing the strategy
- A detailed grants management process, from pre-award through closeout, is documented

- The program team's progress against the strategy is up to date, clear and visible to all team members for accountability, reporting and strategic decision making
- Useful, timely project and finance data is accessible to the ALM team
- Systems for strategy, grants, project and financial management are strong and scalable allowing the organization to grow in size and complexity
- A risk management assessment is completed in coordination with VPs and program directors
- Partners and projects satisfy or exceed all donor compliance requirements and data is timely and reliable
- A training schedule on systems and tools to increase ALM team and partner capacity is developed and implemented
- Program print and electronic documents and files are orderly, accurate, and support a successful financial audit
- Other quarterly and annual goals set in discussion with the Vice President of Programs are achieved
- Follow American Leprosy Missions' Team Values

Competencies

To perform the job successfully, the employee should possess the following knowledge, skills, abilities and behaviors:

- **Results-oriented** – able to redesign systems, structures and processes for greater effectiveness
- **Initiative** – take action without being asked or required to do so
- **Collaborative** – able to build collaborative partnerships within the ALM team and with partners to accomplish results
- **Analytical and Conceptual Thinking** – ability to translate strategy into tactics and processes in complex operating environments. Can analyze the costs, benefits, risks and chances for success in a decision.
- **Concern for Quality** – carefully prepare materials, approaches and resources; monitor accuracy and quality of others' work and take action to correct inconsistencies
- **Attention to Communication** – organize and express ideas clearly; creatively identify and utilize effective communication methods and channels
- **Cross-Cultural Sensitivity** – knowledge and understanding of different cultures and backgrounds; modify communication behavior based on an understanding of cultural differences

Required Minimum Education, Experience and Skills

- Bachelor's degree in business administration, finance, or a related field
- Five years of experience managing operations or projects
- Minimum two years of experience with the technical and operational requirements of government funding agencies (USAID, USDA, Department of State, NIH, etc.)
- Proven success in designing effective organizational systems
- Experience implementing software systems and technologies to improve operations
- Ability to travel internationally and work with partners in the field
- 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 living and working overseas
- Experience implementing strategy, finance, project and/or grants management systems across a globally dispersed team
- Experience in leprosy, NTDs or community health
- Fluency in a second language (French is preferred)

To apply for the Director of Program Operations position, please send a cover letter and resume to almcareers@leprosy.org. Application closing date: December 21, 2018.

About American Leprosy Missions

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 around the world 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. More information is available at leprosy.org.