

Preliminary Job Information

Job Title	HEAD OF MISSION
Country & Base of posting	UKRAINE – KYIV, FREQUENT TRAVEL TO KOSTYANTYNIVKA
Reports to	DESK MANAGER
Duration of Mission	12 months

General Information on the Mission

Context

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency. The association leads in average 250 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 7 million people in 21 countries – in the Caribbean, Africa, Asia, Middle East and Europe.

Since April 2014, Eastern Ukraine has been experiencing significant armed conflict. A significant part of the Donetsk and Lugansk Oblasts (regions) are now controlled by self-proclaimed republics, still not recognized by the international community: "Donetsk People's Republic" and "Lugansk People's Republic." Despite the signature of a ceasefire agreement between the Ukrainian authorities and the de facto authorities, fighting has persisted, causing a considerable number of casualties and a humanitarian crisis that is still largely uncovered. As per the international agreements of 2015, a line of contact divides the country between the areas controlled by the Government of Ukraine and the areas under the control of the de facto authorities in the non-government controlled areas. The conflict is still active, with regular fighting and shelling along and on both sides of the contact line. The conflict has had and continues to have an extremely negative impact on the population living in the region pushing 3.2 million of people to be in need of humanitarian assistance and has caused the displacement of 1.4 million people (registered) mostly concentrated in the areas closer to the conflict zone.

Humanitarian access to certain areas remains very limited, particularly in zones where armed hostilities are taking place, and hampering the delivery of humanitarian assistance to the most vulnerable people who are in need of humanitarian aid due to the combined impact of conflict, displacement and extreme poverty. Since the beginning of the conflict, population faces shortage in food, health services, basic household items and shelter, and suffer of psychological distress.

While recent political developments on the front of international negotiations have raised hopes for a solution to settle the conflict, there is still a long way to go for conflicting parties to agree.

Première Urgence Internationale's strategy/position in the country

PUI priority is to improve or restore equitable access to quality health services as well as to water, sanitation and hygiene for the most vulnerable population living in cities located along the contact line in the Donetsk Oblast. PUI focus of provision of humanitarian aid to vulnerable population within the conflict-affected area employing complex approach strategy based on technical, medical and non-medical expertise.

History of the mission and current programs

Première Urgence Internationale opened its mission in Ukraine in the beginning of 2015 after identification of crucial humanitarian needs in Eastern Ukraine linked to the intensification of the military conflict. Thanks to CDC (Centre de Crise of the Ministry of Foreign Affairs of France) and ECHO funding's, PUI has started to provide humanitarian assistance for the most vulnerable population in target cities of Kostiantynivka (GCA – Government-Controlled Area) and Horlivka (NGCA – Non-Government-Controlled Area) in April 2015. PUI provided aid on both sides of the conflict line in order to ensure neutrality and equity. The assistance aimed at improving healthcare for the most vulnerable population. The intervention included access to free medicines through a voucher system and medical prescriptions issued by doctors, provision of medical and non-medical equipment and consumables to

health facilities, rehabilitation of the most life-saving wards of health facilities damaged by shelling, and provision of fresh food to canteens of health facilities in NGCA.

From August 1st 2016 to January 31st, 2017 with the funding of OFDA, PUI ran two first aid points (FAPs) located at the Exit-Entry Check Point (EECP – marking the separation between areas controlled by the Ukrainian Army and the separatists) of Mayorsk, providing first aid care and stabilization, followed by emergency call for ambulance when required for people crossing check points between government controlled areas and non-government controlled areas – both ways.

In November 2016, PUI opened two more first aid points (FAPs) at Mariinka and Novotroitske exit-entry check-points between GCA and NGCA. In October 2018, a similar intervention was launched at Hnutove checkpoint. These activities are supported by DG ECHO. Additionally, PUI began training primary healthcare doctors and nurses on the WHO Mental Health Gap Action Programme (mhGAP), aimed at scaling up services for mental, neurological and substance use disorders.

Currently, PUI is running, for the 5th consecutive year, a project funded by ECHO (April 2019 to April 2020) with the same above components in GCA (Government-controlled area) and NGCA (Non-Governmental Controlled area) in Donetsk Oblast plus inclusion of supportive supervisions of Primary Health Care Facilities. PUI has developed new mechanisms to improve the quality of care in its areas of intervention through supportive supervision, support with fuel for transportation of patients and transitioning to an electronic voucher-for-health modality

As of February 2020, besides its portfolio of activities supported by ECHO, PUI implements a WASH project (April 2018 to August 2020, funded by UNICEF) aiming at improving access to water and sanitation through rehabilitation of water supply infrastructures in Donetsk Oblast, at both city/community and institutions level. The activities include repairs/installations of pipes, boreholes, water towers/water tanks in 5 villages located in or close to the conflict area, rehabilitation of WASH infrastructures in 6 health facilities and 1 kindergarten, and distribution of water jerry cans to the local communities. Finally, CDCS supports the rehabilitation of WASH infrastructure and health and hygiene promotion activities.

Configuration of the Mission

BUDGET FORECAST 2018	1,3 MILLION EUROS
BASES	KIEV – COORDINATION BASE KOSTIANTYNIVKA (GCA) – FIELD BASE
NUMBER OF EXPATRIATES	5
NUMBER OF NATIONAL STAFF	+/- 50
NUMBER OF CURRENT PROJECTS	3
MAIN PARTNERS	ECHO, UNICEF, CDCS
ACTIVITY SECTORS	First Aid / Primary Health Care / Secondary Health care / Vouchers / MHPSS / PFA / WASH / Rehabilitations
EXPATRIATE TEAM ON-SITE	Kyiv Coordination Office : 4 expatriates Kostiantynivka Office: 1 expatriate

Job Description

Overall objective

The Head of Mission is responsible for the smooth functioning and the development of the mission.

Tasks and Responsibilities

- ▶ **Safety & Security** : S/he is responsible for the safety & security of the mission.
- ▶ **Programmes** : S/he coordinates the teams and ensures that the programmes implemented on the mission are properly carried out. S/he also monitors needs and suggests new operations and development tracks for the mission.
- ▶ **Human Resources**: S/he ensures that the mission is adequately staffed and supervises the teams (defining objectives, follow-up).
- ▶ **Logistical, administrative and financial monitoring**: S/he ensures that logistical and administrative practices in place respect PUI procedures and formats and are in compliance with donors' rules and regulations
- ▶ **Medical and technical monitoring**: S/he ensures that medical and technical practices respect PUI's procedures and formats and are in compliance with PUI's operational framework and policy.

- ▶ **Representation** : S/he represents the association in its relations with partners, donors, the media and different authorities.
- ▶ **Strategy**: S/he ensures that PUI positioning in the country is consistent with the humanitarian needs and the stakeholder's analysis.
- ▶ **Relations with Headquarters**: S/he ensures that information is properly circulated between Headquarters and the field and ensures that due dates are respected.

Specific Goals and Related Activities

1. ENSURING THE SAFETY & SECURITY OF GOODS AND PEOPLE

- ▶ S/he ensures the PUI's safety & security management procedures and formats are in place throughout the mission.
- ▶ S/he ensures that safety & security plans for each base and the mission are up-to-date, known to and understood by everyone (expatriates and nationals).
- ▶ S/he ensures that material and personnel resources are sufficient to ensure the optimal safety of the teams, the material and the beneficiaries.
- ▶ S/he ensures that in case of a security incident, the information concerning the incident is communicated, without delay, to the Desk Officer and in accordance with the existing format.
- ▶ S/he ensures that safety & security information is properly collected, analysed and that alerts or important information is effectively communicated (to the Headquarters and the field).

2. ENSURING PROGRAMMES ARE PROPERLY CARRIED OUT AND SUGGESTING NEW OPERATIONS

- ▶ S/he ensures that programmes are properly carried out (targets, monitoring of indicators, respect of activity schedules, budgetary follow-up and contractual reports, etc.)
- ▶ S/he alerts the Desk Officer and the Program Coordinator in cases where there is a delay associated with a programme and suggests changes which could be made (in terms of activities, operation area, budget, schedule by which the programme is carried out, etc.).
- ▶ S/he establishes a formal coordination system on the field (inter-departmental meetings, reports, etc.) and ensures that this coordination system is implemented on each base.
- ▶ S/he suggests new operations and has them authorized by the Desk Officer before submitting them to donors. The documents associated with these new operations should be complete, should respect PUI's internal procedure, should follow the Donor's template and shall be sent to the Headquarters for validation. S/he makes sure that the aforementioned documents subscribe to PUI's mandate and to its operation policy and are in accordance with the strategy of the mission.
- ▶ When new operations are outlined, S/he ensures that operational means are well defined in order to allow for the programme and its subsequent monitoring to be well carried out.
- ▶ S/he initiates, organizes and ensures that the mission strategy is prepared, in coordination with expatriate and local teams as well as with the Headquarters.
- ▶ S/he ensures that departmental action plans are effectively carried out and monitored and are on track to achieve the results defined within the framework of the mission programming.

3. SUPERVISING LOCAL AND INTERNATIONAL PERSONNEL TEAMS ON THE MISSION

- ▶ S/he supervises all local and international teams on the mission.
- ▶ S/he defines the mission organization chart and submits it for validation to the Desk Officer.
- ▶ S/he may be involved in the recruitment process of the members of his/her team. S/he is informed of every decision to end an employment contract.
- ▶ S/he defines the objectives of each expatriate at the beginning of the mission and checks them regularly during, and at the end of the mission.
- ▶ S/he ensures that each member of staff (local and international) is evaluated at least once during the mission by his/her direct superior.
- ▶ S/he briefs, or has someone else brief, each new member of staff, when they take on the job, on the context, the programmes and the strategies of the mission, as well as safety regulations, logistical and administrative procedures, financial management and human resources and the use of communication means.
- ▶ S/he participates in the training of expatriate or local staff (organizational, methodological and potentially technical support, organization of trainings, etc) and recommends internal or external training actions.
- ▶ S/he prepares, or has someone else prepare, the job descriptions of expatriates who need to be replaced or hired and communicates them in good time to the Headquarters (ideally at the time when a new project proposal is sent to the Headquarters or 3 months before the replacement of an expatriate).
- ▶ S/he is particularly sensitive to managing the team's stress. S/he monitors and authorizes holidays and also mediates potential conflicts, seeking appropriate support in case of an incident.
- ▶ S/he ensures PUI's Internal Regulations are respected.
- ▶ S/he protects PUI's image in the country and thus makes sure the entirety of the staff behaves in a way which is in compliance with the values maintained by the organization and is respectful of the local culture.

4. ENSURING THE LOGISTICAL AND ADMINISTRATIVE MONITORING OF THE MISSION

- ▶ S/he gives his/her consent for local aid purchases and submits some purchase requests to the Desk Officer for approval (in accordance with internal and donors rules).
- ▶ S/he ensures that the PUI's logistical procedures (or those of the donor if they are stricter) are in place and monitored, especially for supplies, stock, management of the car park, etc.
- ▶ S/he ensures that a procurement plan (which respects the PUI's and the donor's format and rules) is prepared for each project and that it is updated as purchases are made.
- ▶ S/he supervises infrastructure and the entirety of the equipment on the mission (vehicles, IT equipment, office equipment, radio-communication and telecommunication equipment) and ensures they are properly utilized.
- ▶ S/he ensures that the PUI's administrative procedures (finance, HR, etc.) are in place and monitored.
- ▶ S/he is responsible for general cost optimization and ensures the financial supply of the mission (transfer requests, mission fees and payment of suppliers).
- ▶ S/he ensures that the mission's accounting is sent to the Headquarters within the agreed timeframe.
- ▶ S/he ensures that the administration produces budget follow-ups for each project, that these follow-ups are made available and analyzed with the logistics department, program managers and technical managers.
- ▶ S/he informs the Headquarters of donors' transfers which are received on the field.
- ▶ S/he ensures that PUI respects national law (right to work, taxes, etc).
- ▶ S/he ensures that PUI is registered in the country of operation.

5. ENSURING THE TECHNICAL AND MEDICAL MONITORING OF THE MISSION

- ▶ S/he ensures the respect of medical and technical practices, in conformity with the mandate and operation policy of the association by guaranteeing a permanent connection between the different medical coordinator/officers and technical coordinator/officers with their counterparts at the Headquarters.
- ▶ S/he ensures that the strategy of the mission and the programmes respects the medical and technical regulation of the association.

6. ENSURING THE REPRESENTATION OF PUI

- ▶ S/he represents the association locally amongst donors, NGOs, International Organizations and local authorities and reports representation action to the Desk Officer in his/her periodical report, or ad-hoc when necessary.
- ▶ S/he participates in important coordination meetings and is an active attendee of these meetings.
- ▶ S/he is responsible for external communication in general and for contacts with the media.
- ▶ S/he may be called to travel within the region to meet PUI's partners.

7. ENSURING THE SUPERVISION AND DEVELOPMENT OF THE MISSION

- ▶ S/he keeps his/herself informed of changes in the humanitarian and political context of the country and the region.
- ▶ S/he participates in the development of the mission by securing close contact with bilateral and multilateral donors, of whom S/he knows the policy (operation strategy, financing policy and modalities, in compliance with the Associative Project of the PUI).
- ▶ S/he communicates the Mission Strategy (in external version) to the donors so that they know PUI's activities and positioning.
- ▶ S/he is responsible for the development of the mission. Thus, S/he ensures humanitarian supervision and launches new assessments in accordance with needs.
- ▶ S/he may be called for ad-hoc support in the region.

8. ENSURING RELATIONS WITH THE HEADQUARTERS

- ▶ S/he is the main link between the Headquarters and the mission.
- ▶ S/he sends internal and external reports to the Headquarters, respecting internal validation timeframes (sitrep, accident report) and external contractual due dates (project reports).
- ▶ S/he has security plans validated by the Desk Officer and consults him/her for any decision concerning security.
- ▶ S/he regularly takes stock of each expatriate team member and defines his/her needs in terms of positions to fill (timing, profile, personality, etc.) with the HR manager.
- ▶ S/he ensures information from the Headquarters is circulated on the field and vice versa (monthly and ad-hoc sitrep).
- ▶ S/he participates annually to the Missions' Week at the Headquarters, where s/he makes improvements and development suggestions for PUI.
- ▶ S/he ensures the link between the mission's medical coordinator and the medical department at the Headquarters

Focus on top priority activities relating to the context of the mission

- ▶ Secure and diversify funding in a limited donors environment
- ▶ Ensure a smooth functioning of the coordination team in a time of transition and implement the review of the set-up of the field office
- ▶ Activities: increase access to the non-government controlled areas, ensure the transition of some of PUI's key programming components in the government-controlled-areas

Team Management
<p>Number of people to manage and their position (expatriate/local staff)</p> <ul style="list-style-type: none"> ▶ Direct management: <ul style="list-style-type: none"> - Expatriates : 3 (1 Health Coordinator, 1 Logistics Coordinator, 1 Admin-Fin-HR Coordinator) - National: 1 Field Coordinator, 1 Communication and PR Officer ▶ Indirect management: <ul style="list-style-type: none"> - Expatriate: 1 Program Manager - National team: +/- 50

Required Profile		
Required knowledge and skills		
	REQUIRED	DESIRABLE
TRAINING	Degree or equivalent in a relevant field: social science, political science, program management, international development, humanitarian studies...	<ul style="list-style-type: none"> ▶ Management field (HR, Admin-Finance, etc...) ▶ Security and Safety Management
PROFESSIONAL EXPERIENCE <ul style="list-style-type: none"> ▶ Humanitarian ▶ International ▶ Technical 	<ul style="list-style-type: none"> ▶ Min. 5 years of humanitarian experience in project ▶ Successful experience in expatriate team management and multi-sector programmes. ▶ A fortiori 	<p>Previous experience as Head of Mission or Field Coordinator/Area Manager/Program Coordination in an NGO or OSI. Previous experience with PUI appreciated.</p> <p>Previous experience in Ukraine or other post-Soviet Union countries is highly appreciated.</p> <p>Previous experience in implementing or managing projects in Health/WaSH/Protection</p>
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Excellent writing and communication skills ▶ Good representation skills ▶ Team and individual management ▶ Security and safety management skills ▶ Knowledge of mandate and procedures of main institutional donors (ECHO, OFDA, UN agencies, etc...) 	
LANGUAGES <ul style="list-style-type: none"> ▶ English ▶ Other 	Full proficiency (written and spoken)	Professional proficiency in Russian and/or Ukrainian highly appreciated
SOFTWARE <ul style="list-style-type: none"> ▶ Pack Office ▶ Other (to be specified) 	X	
Required Personal Characteristics (fitting into the team, suitability for the job and assignment)		
<ul style="list-style-type: none"> ▶ Ability to work independently, take the initiative and take responsibility ▶ Team leadership and team spirit motivation ▶ Ability to withstand pressure and stress ▶ Diplomacy and open-mindedness, good representation skills ▶ Good analytical skills and critical thinking ▶ Organisation and ability to manage priorities, rigor 		

Proposed terms	
Status	
	▶ EMPLOYED with Executive Rank on Fixed-Term Contract
Compensation	
	▶ MONTHLY GROSS INCOME : from 2 640 up to 2 970 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI
Benefits	
	<ul style="list-style-type: none"> ▶ COST COVERED: Round-trip transportation to and from home / mission, visas, vaccines... ▶ INSURANCE including medical coverage and complementary healthcare, 24/24 assistance and repatriation ▶ HOUSING in collective accommodation ▶ DAILY LIVING EXPENSES (« Per diem ») ▶ BREAK POLICY : 5 working days at 3 and 9 months + break allowance ▶ PAID LEAVES POLICY : 5 weeks of paid leaves per year + return ticket every 6 months
	<ul style="list-style-type: none"> ▶ Solutions-oriented ▶ Take initiative to propose new activities and challenge the existing programming ▶ Ability to integrate into the local environment, taking account its main characteristics
Other	
	▶ Mobility: Travel to Eastern Ukraine required on a regular basis (around 25-30% of your time), travels to the non-government-controlled-areas required (if security allows)