

# Vacancy Announcement

## BLESS Field Operation Manager

### Member in BLESS Technical and Operational Support Team

#### 1. Preamble:

The Bishopric of Public, Ecumenical and Social Services (BLESS) is undertaking the principal role in coordinating, organizing and delivering social services within the Coptic Orthodox Church. BLESS is currently assigned to the implementation of two major functions:

- 1.1. Charity and financial support to the neediest individuals. BLESS is helping families, individuals and some community groups to bridge major challenges they encounter during their lives. Those services may include but not limited to:
  - 1.1.1. Rescue assistance to those who are exposed to act of violence, natural or unforeseen disasters,
  - 1.1.2. Medical care to those who are suffering from chronic and acute health issues
  - 1.1.3. Improve housing conditions to those who have improper housing conditions
  - 1.1.4. Help new families to commence their lives acquiring basic furnished space
- 1.2. Offering sustainable community development services to needy communities through a wide range of interventions:
  - 1.2.1. Health and environment services.
  - 1.2.2. Education services.
  - 1.2.3. Childhood development.
  - 1.2.4. Enhancement of the status of women.
  - 1.2.5. Economic development program.
  - 1.2.6. Rural development.
  - 1.2.7. Vocational training.
  - 1.2.8. Community empowerment.
  - 1.2.9. Youth development program.
  - 1.2.10. Combating violence, particularly against women and children.
  - 1.2.11. Combating drug addiction or substance abuse.
  - 1.2.12. Rehabilitation and care of disabled individuals.

## 2. BLESS Service Delivery:

BLESS services are available for almost 57 dioceses inside Egypt. Two important approaches are used in delivering services:

- 2.1. Integrated Comprehensive Development (ICDP) Approach: Under this approach BLESS selects target communities based on preset criteria, recruit volunteers from the community to work with, conduct analysis and prioritization for the current community problems and needs, design integrated interventions to overcome those problems, implement community based activities, secure sustainability for the community development momentum and follow up with the community leaders after the intervention has completed.
- 2.2. Vertical Program Delivery Approach: Certain communities has clearly identified their pressing problems and they requisite interventions that cover one or two areas of those needs. In this case, BLESS work with those communities to design and implement activities to deal with the emerging need. Community activities implemented under this program could be one or two of the areas that BLESS address.

Guided by Christian values, BLESS normally implements its services in full partnership and coordination with the local diocese and the concerned church(s). Community workers and volunteers are always recruited from the target/ served community(ies). Community services are always made available to all community members regardless of sex, religion or affiliation. Peace within the community will be reinforced when all community members take active roles in the process of changing their community.

In the upcoming phase, BLESS may undergo a process of transferring the knowledge, skill and experience of community development to be housed at the local dioceses. BLESS is carefully exploring the possibility of transferring the knowhow to the local dioceses. Consequently, BLESS will keep a more technical role that enables it of providing technical backstopping that aims at enabling the local dioceses to undertake their natural role in analyzing and prioritizing their problems, design solutions to deal with those problems, secure resources needed for implementing activities, monitoring the implementation and evaluating outcome.

## 3. Purpose of the Technical and Operational Support Team (TOST):

The Technical and Operational Support Function (TOSF) is viewed as an effective fast access tool that helps BLESS Leadership undertaking certain tasks that will consume unnecessary long time and ample resources. The technical team will assume responsibility of commencing new activities and filling gaps in carrying out certain tasks. Moreover, the team members will be assigned to special tasks that could not fit under any of the current BLESS units. Guided by the principles of learning organizations and working as team, the Technical and Operational Support team will assume a leading technical and operational backstopping for specific work units of BLESS as advised by the organization management. In order to attain swift and quality performance, the Technical and Operational Support Team may request temporary support from certain service delivery units within or outside BLESS.

In many instances, the TOST will initiate new activities and work on them until they are ready to be handed to the proper operational, administrative or program unit. Also, the TSF will be assigned to work with BLESS executive units to develop or enhance certain parts of these program. Once the new module is working as planned, it will be retransferred/ delivered to its originally housing department.

#### 4. Structure of the Technical and Operational Support Team:

The unit will include 2-5 of senior fulltime staff members who will report directly to the Executive Director. The Technical and Operational Support team will also meet regularly with His Grace; the Bishop of BLESS to receive guidance and discuss progress. There will be no hierarchy among the members of the unit. However, each member will have clear assignment of her/his contribution. When the Technical and Operational Support Team (TOST) Members work with BLESS program or field staff they are envisioned as technical consultants with a powerful supervisory role. However, TOST is fully authorized to request task from BLESS technical and implementing teams they work with.

The core composition of the Technical and Operational Support Team includes the following BLESS Staff:

- 4.1. Two BLESS Program Development Advisors
- 4.2. Two Field Operation Managers
- 4.3. Finance and budget Senior Specialist

#### 5. Scope of Work of Technical and Operational Support Team (TOST):

Each Technical and Operational Support Team Member may undertake certain assignments as guided by the Executive Director. Most of the assigned tasks would be of a transitory nature as it is usually a developing activity which will ultimately be assigned to a regular BLESS department. In rare situations, the Technical and Operational Support Team will keep managing certain activities if the nature of the activity required longer-term management. In case of long-term assignments, TOST Members may switch their assignment to enrich the performance.

##### 5.1. Generic Range of Tasks Assigned to TOST:

- 5.1.1. Commence and maintain donor and other partner relations.
- 5.1.2. Represent BLESS at certain networks as assigned by the organization leadership.
- 5.1.3. Work with the field and the program managers on developing concepts for new projects.
- 5.1.4. Responsible of carrying out certain initiatives until they are mature enough to be assigned to one of BLESS regular work units. e.g. new networks, establish GOE relation, web portal for volunteerism, BLESS website etc.
- 5.1.5. Work on the visibility/ public relation function to promote and properly place BLESS.

- 5.1.6. Work with Coptic Churches located outside Egypt to discuss projects they are interested in.
  - 5.1.7. Conduct or oversee special training workshops whenever needed.
  - 5.1.8. Operate and manage pilot interventions.
  - 5.1.9. Coordinate activities with likeminded service providers.
  - 5.1.10. Contribute to the positioning of BLESS and building/ modifying its strategic plans.
  - 5.1.11. Work with program managers to develop indicators and criteria for measuring performance.
  - 5.1.12. Oversee the performance of various BLESS staff/ units including the annual performance evaluation for various layers of BLESS staff.
  - 5.1.13. Provide input on the project outcome and impact.
  - 5.1.14. Start, operate and maintain BLESS rescue preparedness unit.
  - 5.1.15. Conduct field visits as required.
- 5.2. Specific Assignments for Field Operation Manager:
- 5.2.1. Assigned to oversee the field staff and volunteers in Cairo, Beni Suef, Delta, Canal and Sinai Governorates.
  - 5.2.2. Provide technical backstopping to field staff to analyze community needs and project proper interventions to respond to those needs.
  - 5.2.3. Adopt BLESS master plans and translate them into operational plans.
  - 5.2.4. Lead the Field Coordinators, Field Workers, Field Cashiers and Volunteers to execute implementation plans.
  - 5.2.5. Monitor and ratify implementation data submitted by field staff to PME unit.
  - 5.2.6. Facilitate, liaise and monitor resource management at the field level.
  - 5.2.7. Contribute/ advise to the planning and execution of field visits conducted by BLESS partners and donors to the concerned communities.
  - 5.2.8. Contribute to the enhancement of the quality field performance through setting standards and specifications for the task implementation, input, output and outcome.
  - 5.2.9. In coordination with the concerned Program Development Advisor, contribute and advise on project conceptualization, development and streamlining.
  - 5.2.10. Provide support on networking, Public Relation (PR) and interaction with other Civil Society Organizations and the GoE organizations.
  - 5.2.11. Being a member of the board of BLESS Human Resource Development Program, the position holder will oversee and provide technical and management support to.
  - 5.2.12. Establish and maintain public relations with key like-minded organizations, GoE, CSOs, etc.
  - 5.2.13. On demand, provide guidance, technical and management support to BLESS sister organization; the Coptic Association for Social Care (CASC).

5.3. Workstation:

5.3.1. 100% time at BLESS Headquarters; Cairo

5.3.2. Conduct field visits whenever needed.

5.4. Level of Effort:

100% time (40 hours/ week)

5.5. Generic Qualifications of TOST Member:

5.5.1. Active member in the Coptic Orthodox Church.

5.5.2. University graduate in an appropriate field; postgraduates are preferred.

5.5.3. At least 15 years of experience in community development.

5.5.4. Has a profound understanding of the Egyptian civil society and life circumstances of poor communities and slum areas.

5.5.5. Possess excellent knowledge of donor and partnership dynamics.

5.5.6. Clear and precise interpersonal communicator.

5.5.7. Prompt independent operator of Microsoft workstations.

5.5.8. Can work in English language; additional spoken language is an asset.