



Global Operations Manager

Location: This position can be based in any of GHC's placement countries (Burundi, Malawi, Rwanda, Uganda, United States, Zambia).

Position Type: Full-time, beginning as soon as possible in spring 2015

Application Deadline: April 5, 2015

Organizational Overview

The extreme disparity in health outcomes and access to healthcare that exists today between the world's rich and the world's poor is unjust and unsustainable. To change this unacceptable status quo will require a new generation of leaders with diverse skills and backgrounds. Emerging leaders need opportunities to build their skillsets and build meaningful connections with other young leaders who share a vision for transformative change.

Global Health Corps is mobilizing a global community of emerging leaders to build the movement for health equity. We do this by providing yearlong paid fellowship opportunities to talented young leaders and then supporting their professional development throughout their post-fellowship careers. During their fellowship year, GHC fellows serve in positions of impact within outstanding healthcare organizations in the US and sub-Saharan Africa. They also engage in intensive training, professional development opportunities, mentorship and thoughtful community-building.

Fellows work in teams of 2—one international fellow and one in-country fellow—on a wide range of projects that improve healthcare access and health outcomes for the poor. Working at for-profit, non-profit, and governmental health organizations, fellows have built financial management systems for grassroots HIV organizations in Uganda, counseled homeless teenagers in New Jersey, supported district pharmacies in Rwanda in rolling out new supply chain management tools, and conducted policy research in Washington DC.

The Candidate

Global Health Corps is seeking an enthusiastic, people-oriented professional to join our small, entrepreneurial team in the spring of 2015. We have grown rapidly over the past five years, and have significant growth planned for the next five years. The Global Operations Manager will oversee and continue to evolve GHC's programs and protocols for keeping fellows and staff safe in their placement countries and ensure that GHC is fully complying with Duty of Care standards. S/he will also be responsible for tracking and coordinating GHC's response to newly emerging threats, and advising on the organizational response during times of crisis. Lastly, s/he will manage a range of logistics such as fellow housing, furniture/equipment, health insurance, and travel. Reporting directly to the Vice President of Operations and working closely with GHC Country Managers in the US, East Africa and Southern Africa, the ideal candidate will thrive in a fast-paced, loosely-structured global environment. S/he will demonstrate creativity, an orientation towards execution, exceptional attention to detail, and an excitement for working collaboratively across cultures and time-zones.

The Work

Global Health Corps is an organization focused on team learning, continual improvement, and organizational growth that's smart and sustainable. The Global Operations Manager will fill a pivotal role in a close-knit, multi-cultural and dynamic team. Specific responsibilities include:

Tracking Emerging Threats

- Closely follow news and current events as part of an early warning system about possible security threats, such as political or election-related unrest, terrorist threat, disease outbreaks or other concerns. Keep GHC staff and relevant fellows informed about security-related news in their placement country.
- Provide analyses of political and security trends throughout GHC's placement regions and apply the analysis to realistic and actionable advice such as development of new or additional safety tools or protocols.

Fellow Safety

- Prepare safety and security training materials for incoming classes of fellows.
- Ensure fellows complete necessary safety and security trainings prior to entering the fellowship year.
- Organize and lead safety and security training sessions for fellows at Orientation and work with the Country Managers to deliver safety/security training to fellows upon arrival in placement countries.
- Conduct a fellow survey each year to gather anonymous information about safety/security concerns among the fellow class.

GHC's Safety and Security Protocols and Management System

- Audit and optimize GHC's safety/security preparedness plans.
- Oversee execution of all parts of the GHC safety/security preparedness plans in each placement country including prior to the start of a new fellowship class, prior to training retreats, and throughout each fellowship year. Ensure that GHC is fully complying with Duty of Care at all times.
- Ensure security drills are run on schedule in each country.
- Coordinate emergency preparedness and safety/security training for both GHC staff.
- In close collaboration with the Country Managers, develop and implement a Security Incident Reporting process including collection, dissemination and storage of country-wide information.
- Set the standards for security and ensure that all staff understands individual and collective responsibilities for security and safety; ensure that security planning becomes an integral part of day-to-day operations.
- Develop systems for accurate tracking of all safety/security documentation including incident reports, fellow survey data, security training completion data and other important safety/security information.

Develop a Network of Security Support in each GHC Placement Country

- Represent GHC and create a strong network of support and information sharing amongst security-related actors (state, military, UN, NGO, etc) in all GHC placement countries.
- Work with the Country Managers and Program leadership to develop a range of additional relationships to support information gathering related to safety and security.

Crisis Response

- Serve as a trusted advisor to senior management team in incident and crisis management situations, including mitigation and response.

Operations and Logistics Management

- Conduct threat, risk and vulnerability assessments for new fellow placements and fellow housing, and provide associated follow-up on all recommendations for all programs and locations.
- Housing: Oversee identification and selection of housing for fellows in 6 placement countries. Ensure that all housing selected meets GHC's security standards, and resolve any housing-related security situations that occur during the fellowship year.
- Furniture and Equipment for fellows: Manage GHC's inventory of furniture and equipment for fellows.
- Develop networks of resources related to health, mental health and wellness in each placement country, including relationships with mental health practitioners/programs and other wellness-service providers.
- Oversee procurement of health insurance for fellows and staff, and support fellows and staff in using their insurance.
- Develop a data security policy for GHC.

Qualifications

- Demonstrated work experience in operations planning and analysis, preferably in a global organization working in high-risk regions.
- Knowledge of Duty of Care standards and security measures appropriate to an NGO working in international settings.
- Demonstrated work experience developing security-related tools, guidelines and systems.
- Interest and ability to consistently track news and current events and develop actionable analyses.
- Superior organizational skills and meticulous attention to detail.
- The ability to multi-task while effectively prioritizing and meeting deadlines.
- Internal drive: The Global Operations Manager will have a lot of autonomy to oversee significant parts of GHC's operations. S/he must be a self-starter who can proactively identify needs and possess vision and good judgment to design solutions to these needs.
- Project Planning skill: The ability to break a large project into smaller tasks, prioritize and complete the tasks in a thoughtful and efficient way, and complete the project on schedule is critical.
- Humility: We are looking for a passionate professional who combines creativity, strong leadership skills with good humor, patience, open-mindedness and a humble approach to service.
- Tech savviness and interest in new technologies; ability to use Google tools, Dropbox and other online platforms to share and streamline work.
- Interest in global health, social justice and social service programs.
- Long-term legal work status in the US, Uganda, Rwanda, Burundi, Malawi or Zambia required.
- Previous experience with Salesforce a plus.
- Written and verbal French would be ideal but not required.

Travel Requirement

This position can be based in any of GHC's placement countries (Burundi, Malawi, Rwanda, Uganda, United States, Zambia). Regular travel to all of the placement countries is expected to support security and operations work.

Preferred Start Date

Flexible, but as soon as possible.

Compensation

Commensurate with experience.

Benefits

Fully-funded comprehensive health insurance, flexible start-up work environment.

How to Apply

To apply, please submit a resume and responses to the two questions below to apply@ghcorps.org. Please limit your response to each question to 300 words. No cover letter necessary. Please indicate **Global Operations Manager** in your email subject. All applicants must be eligible or have legal documentation to work in the US.

Q1 – What draws you to the Global Operations Manager role and why do you think you would thrive in this role?

Q2 – Tell us about a professional experience that you're very proud of. What did you do, and why are you proud of it?

Thank you for applying!