



MEDAIR

*"For I was hungry
and you gave me food,
I was thirsty and
you gave me drink,
I was a stranger and
you welcomed me,
I was naked and
you clothed me,
I was sick and
you visited me,
I was in prison and
you came to me."*

Matthew 25

APPOINTMENT OF

INTERNATIONAL PROGRAMMES DIRECTOR



INTRODUCTION

Medair embodies the compassion of Jesus Christ as we relieve human suffering in some of the world's most remote and devastated places. Medair is now seeking an International Programmes Director with primary responsibility for leadership of our country programmes. You will inspire our country programme teams, provide a strategic framework and bring thought-leadership on the role of Medair, and other faith-based organisations, within the humanitarian sector.

Medair saves lives in emergencies and then stays to help people recover from crisis with dignity. Our teams do whatever it takes to bring assistance where it is needed most, regardless of religion, race or nationality. We work side by side with communities and partners to leave a lasting impact.

We do not believe that humanitarian aid should be used to further a particular political or religious viewpoint. Our first and last consideration is the dignity of the people we serve. The quality of our work over decades has been built on the foundation of unified teams of humanitarians, led prayerfully and serving with professional excellence.

The role of International Programmes Director is critical to how Medair lives out our values. You will bring the courage to innovate, wisdom to develop our national staff teams and partners, and a commitment to provide pathways for new relief workers to grow as humanitarian leaders.

The International Programmes Director must embody our values, aspire to professional excellence and lead through the experience and empathy forged through country programme experience.

You will also be willing to carry a burden of prayer for our teams. Working with a global team of passionate colleagues, you will help Medair further mature in the following areas:

- **CONFIDENCE IN OUR IDENTITY:** You will encourage and offer an example to Medair international teams of how to integrate their Christian faith into action, expressing itself as professional excellence delivered with compassion, sensitivity, and integrity.
- **CONFIDENCE IN OUR MISSION:** The needs of our suffering world are urgent. As International Programmes Director, you will significantly contribute to seeing Medair's timely and effective reach increase in line with our vision. You will be an internal and external champion for the importance of our mission.
- **CONFIDENCE IN OUR APPROACH:** You will know what it is like to be faith-led as we deliver major humanitarian programmes. You will understand the pressures and complexity that our country programme teams face on a daily basis and keep central the leadership's desire to see them well-equipped and well-resourced for their work.
- **CONFIDENCE IN OUR ABILITY TO IMPROVE:** You will help us better navigate the strategic challenges of our times: geopolitical instability, reduced humanitarian space, increased accountability to those we serve, changing donor landscape, and constant change in our world.



ABOUT MEDAIR

Medair's mission is to bring help and hope to the suffering of this world. We seek to serve the world's most vulnerable people, including those in "forgotten" crises where there are few media reports to bring attention and transparency. Therefore, while we are working in highly visible conflict situations, such as in Syria and Iraq, we are also helping people struggling through crises in very remote and insecure regions of Afghanistan, DR Congo, Somalia and South Sudan. We feel called to act because, in many cases, if Medair did not help, nobody would.

In an emergency, Medair teams mobilize quickly to protect the lives and health of people in desperate situations, such as when natural disasters strike or when they get caught up in the violence of civil conflicts. Once the crisis stage of an emergency situation subsides, vulnerable people need a different kind of Medair support - one that shifts away from urgent needs towards establishing infrastructure, systems, services and building resilience that will sustain them through future crises.

In 2021, we provided humanitarian aid to more than 3.3 million people in 13 countries. Our teams responded to the Honduras hurricanes and Syrian refugee crisis, and we delivered life-saving aid in some of the hardest-to-access places on earth. We travelled to distant communities, several hours by boat to deliver hygiene kits and water purification supplies to families in Honduras, and provided vital health services, mental health, shelter and cash assistance support to Syrian refugee families in Lebanon, and carried out our mission in multiple conflict-embroiled countries throughout the year. The scale of global human needs is immense and growing, far outstripping the resources available to respond with the compassion they demand. Despite funding scarcities,

Medair made a conscious decision to persist with saving lives in places where our departure would have left a gap that jeopardized the survival of vulnerable families. Medair provides a flexible range of relief and recovery services, with particular expertise in: health and nutrition; water, sanitation, and hygiene (WASH); and shelter and infrastructure. Medair is an active member of numerous humanitarian initiatives and networks, including the Core Humanitarian Standard, VOICE, Integral Alliance and EU-CORD. Medair is also a signatory to the Red Cross Code of Conduct.





MEDAIR'S VALUES

Medair is united throughout the world by a set of common values.

INTEGRITY: We strive to live out our values and principles consistently at every level of the organization, and in every location - from the remotest team to the international headquarters. Our desire is that as we work together in teams, our attitudes, words and actions will be true to Medair's vision and character.

HOPE: We seek to bring hope to people devastated by crisis and caught in apparently hopeless situations. Together with the communities we serve, we strive to make sustainable improvements and increase their capacity to build a better future.

ACCOUNTABILITY: We are committed to employing best practices in our management and operations, pursuing excellence in all we do. We make ourselves accountable to our supporters, our staff and those we serve, and seek input from them to help us improve our activities and procedures.

DIGNITY: We believe that each person has been made in God's image and is therefore uniquely valuable and worthy of the highest respect. Consequently, we reach out to all those in need, irrespective of their race, gender, religion, age or nationality. Wherever possible we personalize our assistance, taking individual needs and circumstances into account and respecting the dignity and independence of the people we serve.

COMPASSION: We desire to relieve human suffering in times of crisis, disaster and conflict. We seek out people who are the most vulnerable, work alongside them and offer practical support through relief and recovery initiatives.

FAITH: We are motivated to care for those who suffer because we follow Jesus Christ, who taught that our highest goal is to love God and to care for those in need. Our faith inspires us to give our best in all circumstances. With faith we pray for wisdom when facing difficult decisions, and for the courage to live and work in demanding and often dangerous situations.

JOY: As we work together to serve people in great need, we choose to nurture life-giving joy that comes from our Creator and gives us strength in the midst of the challenges we face and the suffering we encounter. Therefore, we seek to be thankful, to be united and at peace with one another, to share our burdens with and encourage one another, and to celebrate together.



"The places where we work are not easy, physically or emotionally. The reason I choose to work with Medair is because in the face of the immense suffering in this world, this is an organization and a family of people who still choose hope, and turn to that hope in times of need; and that makes all the difference."



MEDAIR PEOPLE

Medair's people are its most valuable resource. With some 150 internationally recruited staff in the country programmes and 150 in the headquarters, and more than 1200 national staff in the country programmes, Medair is a diverse mix of people unified by a passion to serve those in greatest need.

Medair has learned the immense value of working with teams that include both new and experienced relief workers. Medair provides limited opportunities for qualified professionals who have not previously worked in humanitarian aid. In this way, people gain real-world relief experience and are able to grow into future leaders and influencers within the humanitarian sector.

Our field teams live together, work together and pray together. The closeness and cohesiveness of Medair teams are qualities that create a supportive and nurturing environment for staff members working in stressful conditions. The powerful team dynamics are often the reason that Medair staff either stay with us or come back to us. It is through relationally intentional healthy teams that we model restoration and reconciled relationships and have a lasting impact.

CONTEXT OF THIS LEADERSHIP APPOINTMENT

In 2023, Anne Reitsma became Medair's our Chief Executive Officer. In the past years our context has been one of positive strengthening and growth; where Medair has doubled in size to over \$100m in 2022.

We have been investing in new systems appropriate for the increased scale of operations, however, the growth of Medair has also brought challenges. We are still working towards an optimal business model that best balances institutional and private income (our current level is around 80% institutional funding). We need to continue to resource the growing organisation with the right funding partners and also more qualified staff who live out the values of Medair. We have worked hard to raise our profile and exercise our voice but have really just begun the task of introducing Medair to a broader funding base and leveraging our programme credibility in humanitarian forums.



INTERNATIONAL PROGRAMMES DIRECTOR PURPOSE AND PRIORITIES

Working with the CEO, the team, fellow Executive Leadership Team members, and the International Board of Trustees, we are seeking a high calibre professional who will demonstrate organisational, visionary and team leadership. We are looking for a servant leader who will act strategically, boldly, and innovatively to successfully drive and support their faith-based teams to achieve ambitious results.

It will be the responsibility of the International Programmes Director to serve in the following areas:

STRATEGIC PLANNING & PROGRAMME DEVELOPMENT AND QUALITY

- Provide strong leadership and vision to the organisation by ensuring optimal deployment of resources to achieve the organisation's ambitious goals.
- Lead and drive the International Programmes (IP) Department to empower and facilitate country programme teams to be high performing in their delivery of quality humanitarian aid programming to populations affected by diseases, disasters and displacement, ensuring an excellent reputation alongside other NGOs, international agencies and local governments.
- Leads visionary thinking on the distinct faith approach of Medair and the role of faith-based organisations in the humanitarian sector. Is able to communicate this thought-leadership in compelling ways to inspire our teams and influence the sector.
- Nurtures and develops leadership in others. Matures others through mentoring, coaching, and through providing an example of faith-filled leadership in a humanitarian programmes context.
- Develop achievable stretch team plans that are fully aligned with the organisation's ambitious new vision and strategy.
- Lead and coach the team to recruit and retain high-caliber staff with a strong sense of commitment and calling.
- Provide coaching, guidance and support, and set professional development plans to assist the team members in reaching their full potential through the performance management process.

LEADERSHIP

- Serve as a member of the Executive Leadership Team (ELT).
- Lead in key decisions pertaining to strategic initiatives, operating model and operational execution within our country programmes.
- Strong contributor to Medair's corporate strategy.
- Leads the International Programmes (IP) Department annual strategy and budget planning cycle for approval by the Executive Leadership Team.
- Review and approve each Country Strategy Plan separately, and as an integrated part of the global programmes portfolio and the annual planning process.
- Guide the GSO departmental managers and advise the ELT on new country programme strategic planning as well as Medair's potential response to new emergencies.
- Ensure an appropriate focus on quality, accountability and compliance with the sector advisor team and the Quality Accountability and Compliance manager.

RISK MANAGEMENT

- Champions personnel security, alongside organisational resource and asset security, in collaboration with ELT members. Leads on robust and disciplined security management. Ensures good safe guarding practices are in place.
- Delivers a high standard of financial management and control for each country programme managed within the Head Office International Programmes department and delegated to the country programmes.
- Stays ahead of the curve in identifying and managing how global trends, changing donor landscapes and funding evolutions, quality of services and contextual risks could affect Medair's work. On a quarterly basis, communicates trends and analyses, and recommends appropriate strategic responses to the CEO and ELT.
- Annually reviews Medair's security preparedness, ensuring a coordinated and professional capability to respond to crisis incidents and situations in Medair's area of International Programmes, as needed.
- Chairs, leads and manages the Crisis Management Team.

TEAM LEADERSHIP

- Take responsibility for, motivate, review and report on the performance management of the International Programmes (IP) Department. Invest in modeling a team that is unified, thankful, joyful and has a strong sense of responsibility and a high level of challenge and support in its dynamic.
- Mentor and develop direct reports, manage work allocation, training, problem resolution, performance evaluation and the building of an effective team dynamic.
- Provide for appropriate career-building and professional development activities to ensure a climate of growth for all senior staff.
- Champions building teams marked by appropriate trust, led with a good balance between support and challenge.

EXTERNAL RELATIONS

- Represents Medair's faith-based identity with authority and grace.
- Positions Medair as an organisation of choice for excellence in programme policy, delivery and support for both institutional and individual donors.
- Drive and lead the strategic and appropriate acquisition of institutional donor grants.
- Initiate and develop close relationships with institutional donors, influencers within the humanitarian sector, partners, sister agencies and the private sector.
- Grow Medair's generous servant-hearted influence of the humanitarian sector, particularly in partnerships with EUCORD and the Integral Alliance.
- Participate proactively in external coordination with ICVA, Inter Action the Start Network.
- Support country programmes and the Engagement department in positioning Medair with external stakeholders, including the media and Christian stakeholders.



PERSON SPECIFICATION

The International Programmes Director will be mature in delivering excellence through other people. They will therefore be skilled and experienced at creating empowered, equipped, energised, and focussed teams that deliver. Beyond a good manager, we are looking for a broad-minded, servant leader, who clearly models the following qualities:

INTEGRATED FAITH

- Living, practical and integrated Christian faith that is shaped by devotion to Jesus and love for people.
- Lives and acts from a place of prayer.
- Able to nurture spiritual growth and inspire others to deeper faith.
- Courage to listen to God's leading and develop a leadership context where bold actions can be taken in response to active faith.

PERSONAL LEADERSHIP

- Servant Leader who brings the best out of each of the ELT members, enabling them to be all that they are called to be in their senior roles.
- Demonstrated effectiveness and personal enjoyment of leading change and growth.
- Able to influence externally, across different professional, cultural and faith contexts.
- Team builder, making excellent hires and then empowering staff to grow in their expertise and authority.
- Maturity to engage hard conversations and healthy constructive conflict when needed.
- Emotionally intelligent, relational and authentic.

ORGANISATIONAL LEADERSHIP

- A gifted strategist, able to see where Medair should be going in order to most effectively and sustainably achieve its mission.
- Creates strategic clarity across the organization, defining objectives appropriate for each season of development.
- A consultative listener who is also confident to bring decisiveness when required.
- Proven experience of negotiating and influencing at a senior level, combined with strong networking, interpersonal and collaboration skills.

PROFESSIONAL EXCELLENCE AND CREDIBILITY

- Hold yourself and others to the highest standards of excellence and accountability.
- Credibility to lead those serving in some of the world's toughest places.
- Ability to work effectively with Boards and senior colleagues.
- Seasoned global citizen and cross-cultural leader.



HOW TO APPLY

The International Programmes Director position is a permanent appointment based in Ecublens (near Lausanne), Switzerland.

Medair's working language is English, but speaking French, and/or German is an asset for this Swiss-based role.

Applicants must be in good health and available to travel overseas under basic conditions as needed.

Applications should be sent by email to recruitment-IPD@medair.org and must be received by 12pm CEST on Monday 15 May 2023.

Your application should comprise:

- A mandatory covering note of not more than two pages outlining your motivation and relevant experience for the role. This covering letter should also include the names of your three Referees. *Please Note - these Referees will not be contacted until late in the process and with your prior agreement. The names and details of your referees will be held in strictest confidence.*
- A full CV, including educational and professional qualifications, a full employment history showing the more significant positions, responsibilities held and relevant achievements.

First interviews will be held via video conference. Further interviews will be held on in Lausanne, Switzerland.

The successful candidate will be expected to take up the Director post as soon as is reasonably possible.