

## Overview

The Program Officer role is a permanent full-time hybrid position located in Mississauga, Ontario.

Reporting to the Director of International Programs, the Program Officer provides guidance and effective oversight to a portfolio of ERDO's programs, specifically in the area of Crisis Response programs. He/she assists program partners with the design and planning of programs and responses, development of proposals, tracking of project implementation, monitoring and evaluation of results, and preparation of reports.

The Program Officer reviews plans and proposals to ensure their alignment with the ERDO International Programs Framework and international best practices, and oversees implementation, achievement of expected outcomes and budgetary requirements through timely monitoring and reporting and active correspondence with partners. The role also includes management of Canadian Foodgrains Bank (CFGB) food assistance programs and facilitation of partner capacity development trainings.

## Key Responsibilities

### ***International Crisis Response***

- Working alongside international program partners and PAOC global workers in managing the portfolio of ERDO's Crisis Response programs
- Support program partners in design and planning, implementing, monitoring and reporting
- Timely review of new crisis response applications and implementation of newly approved programs
- Proactive correspondence and engagement with international program partners and PAOC global workers to provide guidance and support to on-going programs and contribute to the capacity development of partners
- Active and timely monitoring of crisis response programs to ensure effectiveness of programs, alignment with best practices and standards, and compliance with programming practices and policies
- Development and implementation of reporting tools and management, analysis and compilation of program data and consolidated reports from crisis response programs using a variety of data management and reporting tools (e.g. SmartSheet, SurveyMonkey, Jot Form, internal templates and online platforms, etc.)
- Develop and facilitate regional and global platforms for enhanced communication, peer support, and opportunities for learning and sharing between ERDO and partners
- Monitoring trips to crisis response program locations, requires international travel

### ***Domestic Crisis Response***

- Building relationships and developing a network with PAOC districts and local church leadership and other domestic stakeholders
- In collaboration with CEO, Director of International Programs and key PAOC stakeholders, develop framework and procedures for domestic crisis response programs
- Actively monitor developing and sudden onset crises together with PAOC districts and local churches
- Timely review of domestic crisis response proposals and implementation of new approved responses

- Manage a portfolio of domestic crisis response programs, often in partnership with PAOC districts and local churches
- Provide implementing partners with support in design and planning, implementing, monitoring and reporting on crisis response initiatives
- Active and timely monitoring of programs to ensure effectiveness of programs, alignment with humanitarian best practices and standards, and compliance with programming practices and policies
- Management, analysis and compilation of program data and reports using a variety of data management and reporting tools (e.g. SmartSheet, Magpi, internal templates and online platforms, etc.)
- Proactive correspondence and engagement with local partners (often PAOC districts and local churches) to provide guidance and support to on-going crises responses and contribute to the capacity development of partners

### ***Fundraising and Communication Updates***

- Provide regular programming updates, information and reports to ERDO board, donors, staff, and other stakeholders regarding activities in program portfolio
- Ensure the collection, compilation, organization and archiving of data and reports
- Active cooperation with relevant ERDO staff regarding communication and finances
- Support the preparation of donor appeals and respond to donor correspondence as needed

### ***Professional Development and Networking***

- Active participation in relevant trainings, workshops, online webinars and other learning opportunities to increase and update understanding, and skills related to child development and safeguarding, community development, crisis response, and program management
- Regular attendance at Humanitarian Response Network (HRN), Canadian Foodgrains Bank (CFGB), and Global Pentecostal Relief and Development Partners meetings, working groups, trainings, and workshops
- Active independent reading and research of relevant literature, news, and reports

## **Qualifications**

### **Core Competencies:**

- Understanding of principles, policies and trends within the humanitarian aid sector
- Understanding of results-based management
- Strong written and oral English communication skills
- Exceptional organization skills and attention to detail
- Ability to make quality decisions within the scope of authority
- Ability to take initiative, and manage multiple activities with efficiency and accuracy
- Ability to develop and implement improvements in work processes
- Ability to manage tight deadlines, unpredictable circumstances, and occasionally hectic work environments
- Experience working effectively in a team environment
- Excellent interpersonal skills to enable good working relationships with all areas of the organization
- Ability and willingness for international travel; travel into program countries is required
- Commitment to the Mission, Vision, and Core Values of ERDO
- Command of a language relevant to ERDO's programming portfolio (e.g. French, Spanish, Arabic or Swahili) is an asset

## Experience:

- 3-5 years experience in a similar role or other notable relevant work experience
- University degree in a relevant field
- High-level proficiency with Microsoft suite of programs and online communication tools
- Field experience working with community development or crisis response programs is an asset

## Why Choose ERDO?

Established in 1983, ERDO is the humanitarian agency of the Pentecostal Assemblies of Canada. Our mission is to passionately respond to the practical needs of people living in poverty and crisis around the world. Our vision is to seek Christ-motivated community and individual transformation by meeting basic human needs and fostering social, economic and spiritual potential. We do our work and seek to honour God through our core values: Integrity, Excellence, Dignity, Collaboration, Compassion and Gratitude. With over 40 years of development experience, ERDO serves children and their families in more than 30 developing countries through community development, crisis response and child sponsorship. We are also recognized by Charity Intelligence as one of the “Top 100 Rated Charities in Canada.”

As an employer, we provide the following:

- Competitive compensation package commensurate with experience which includes salary and paid vacation
- Comprehensive benefits for you and your dependents, which include health, dental, and insurance
- A defined benefit pension plan, with employer-matched contributions
- 10 Paid Personal Emergency Leave days per year
- 5 Paid Flex days per year
- Flexible work arrangements
- Professional learning and development opportunities
- Weekly chapel services

## How Can I Apply?

Resume review begins on September 3, 2024, but we will continue to accept applications until we find the right candidate. Interested candidates should forward their resume and cover letter to [Program.Officer@erdo.ca](mailto:Program.Officer@erdo.ca) with subject line – Program Officer. In your cover letter, please explain how your application aligns with the position, ERDO’s mission, vision and values. Please email your resume and cover letter as one .pdf or .docx file.

ERDO strives for an inclusive recruitment process; and welcomes and encourages applications from candidates with disabilities. Accommodations are available upon request for candidates taking part in the selection process.

*We thank all applicants for their interest; however, only those selected for an interview will be contacted.*

**ERDO – 2450 Milltower Court, Mississauga ON L5N 5Z6 – [www.erdo.ca](http://www.erdo.ca)**