Program Manager

Reports to: Zambia Director
Location: Lusaka, Zambia
Start Date: March 2022

Who we are

D-tree International is a global digital health organization dedicated to ensuring that everyone has access to high-quality primary healthcare in underserved areas. We do this by working with governments to design, build and deploy digital tools for frontline health workers that improve their ability to deliver high-quality, evidence-based care. D-tree engages with governments to develop a shared vision for the potential of digital health, demonstrates the effectiveness of digital systems to improve health outcomes, and accompanies governments to scale these digital systems nationally and institutionalize them within their broader health systems.

For over 15 years, D-tree has worked in countries throughout sub-Saharan Africa with governments and NGO partners on a wide range of digital health programs focused on improving the quality of healthcare delivery. In Zambia and Malawi, we have worked to strengthen the quality of HIV service delivery using digital tools on USAID and PEPFAR-funded programs. In Tanzania, we are working with the MOH and local partners to develop a digitally enabled primary health care program to strengthen the quality of maternal, child and adolescent care. In Zanzibar, D-tree has worked hand-in-hand with the MOH to bring the government’s first national digital community health program to national scale, supporting every household in Zanzibar.

As our portfolio of digital health programs continues to grow, we have an opportunity to expand our engagement in Zambia to support HIV service delivery and prevention at the community level and build relationships with the national government to support to the broader primary health system. This is an exciting opportunity to help expand D-tree’s work, establish a D-tree office in Zambia, and implement government-aligned digital health systems to improve access to quality healthcare in Zambia.

Who you are

We are seeking a Program Manager based in Lusaka to manage two new projects as D-tree establishes an office and organizational presence in Zambia. The Program Manager is responsible for ensuring that digital health projects are delivered within scope, on schedule, and within budget. You will develop and manage work plans, ensure spending is aligned with the project budget, liaise with project partners and other stakeholders, and draft donor progress reports. You will apply your experience in digital or primary healthcare to take a leading role in conducting a landscape analysis of existing digital health tools for HIV-prevention programs by reviewing existing documentation, conducting meetings with partners, and traveling to implementation sites to observe digital systems in action. You will utilize strong critical thinking and analytical skills to dig deeply into this area and propose how D-tree could contribute to future HIV-prevention digital health interventions. Using similar skills, you will partner with the Zambia Director to participate in Zambia’s digital community health discussions to determine how D-tree could best contribute to efforts to strengthen community health systems. You are a strong writer and are comfortable drafting reports outlining our findings, efforts, and proposed way forward. This is a dynamic and challenging role requiring an individual with experience managing projects and who is comfortable with technology, primary healthcare, and can effectively communicate technical topics to a non-technical audience.
**Project Management and Implementation (80% LOE)**

- Develop work plans, project strategy documents and standard operating procedures for project activities in line with D-tree best practices.
- Collaborate with Zambia Director to set program objectives and then lead the pursuit and monitoring of program objectives, while ensuring team and partners are kept on track to achieve results.
- Work closely with the D-tree team and partners to document clear expectations and responsibilities, and develop accountability systems to ensure program objectives are met according to the project schedule.
- Oversee design, development and implementation activities including:
  - Collaborate with the Zambia Director to understand the digital health landscape in Zambia, complementary initiatives or systems, government priorities, and key players.
  - Analyze the existing landscape and identify opportunities for D-tree to contribute to strengthening health systems and improving digital interventions.
  - Prepare reports that document the landscape, opportunities for improvement, and the proposed role or approach for D-tree in Zambia, which will inform D-tree’s near-term efforts in Zambia.
  - As projects progress and the portfolio grows, collaborate with the Director to strategize and plan for long term staffing needs for the Zambia office in order to implement projects successfully.
  - In collaboration with D-tree’s global and country teams, learn and implement D-tree best practices in project management and digital design and development.
  - Collaborate with D-tree’s Global Support Team to implement continuous quality improvement and research initiatives. Work with the project teams to identify areas for improvement around operational and technical system functioning, then propose, develop, and implement solutions to solve challenges.
  - Build capacity of partners and government officials to oversee project implementation (including developing and leading trainings and troubleshooting) and utilize program data.
- Working with the Director, develop high-quality and inspiring donor and progress reports.

**Financial Management, Compliance, and Operations Management (20%)**

Ensure that the project operates efficiently and effectively, while remaining compliant with D-tree organizational and donor requirements:

- Manage project budget, including ensuring projections align with activities and staffing needs to meet project objectives and that spending is on track.
- Together with finance and operations officer, ensure integrity of petty cash, mobile money account/s, and bank accounts and prepare monthly cash requests to global office.
- Collaborate with the finance and operations officer to organize project procurements, as needed.
- Hold accountability for donor compliance and contribute to D-tree NGO compliance within Zambia.

**What we are looking for**

We are looking for motivated, passionate individuals who are willing to wear multiple hats and do what it takes to make our projects succeed. The following attributes are a general overview, but we will consider individuals who do not meet all of the details below if you have the right skill set and attitude.

**Basic requirements**

- Minimum 5 years work experience with at least 3 years in a project management position, with a digital, primary health and/or health system strengthening focus preferred.
- Bachelor’s degree in a relevant field (e.g. public health, global development, IT), master’s degree preferred.
- Familiarity with the digital health landscape, projects, and actors in Zambia.
- Experience leading the design or implementation of complex health programs (preferably digital health) for frontline health workers serving vulnerable populations.
- Strong project management skills required.
• Superior analytical skills; ability to think logically and rationally about problems and solution oriented
• Must be able to handle complex priorities, collaborate effectively with a team, be persistent and work under tight deadlines with minimal supervision
• Excellent written and spoken English required

**Desired characteristics**

• **A can-do attitude:** You remain optimistic in the face of adversity and creatively solve problems to get things done.

• **A systems thinker:** You are able to understand linkages and interactions between individual components in a health system, and design solutions to strengthen the overall system.

• **An innovator:** You enjoy thinking outside of the box and want to use that thinking to solve pressing global health problems.

• **A detail oriented & strategic thinker:** You pay attention to small details and focus on quality and consistency, but also have the ability to see the big picture and think strategically.

**Salary Range:**

$30,000 to $40,000 USD annual salary inclusive of all cash compensation (equivalent – to be paid in Zambian Kwacha)

**Note:** Starting salaries typically fall in the lower half of the salary range; however, they are ultimately determined by the scope of the position, the candidate's relevant experience, and internal equity

**Application information**

To apply for this role please follow the instructions below. Applications which do not meet these requirements will not be considered. Zambian nationals strongly preferred.

To apply for this position, please fill in the form here: [https://forms.gle/MiwFB11VsNYj637KA](https://forms.gle/MiwFB11VsNYj637KA)

You will need to include:

1. Cover letter that clearly and concisely explains how you meet the required skills and experience specified above
2. Your current Curriculum Vitae (CV) or resume, showing your work history and achievements.

**Deadline for applications:** Open until filled