



Haiti Operations and Facilities Coordinator (voluntary role) Job Description

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| JOB TITLE: | Haiti Operations and Facilities Coordinator |
| RESPONSIBLE TO: | Haiti Manager |
| LOCATION: | Hopital Convention Baptiste d’Haiti, Quartier Morin, Department Nord, Haiti |
| HOURS: | Full time |
| SALARY: | Accommodation, expenses and per diem |

OVERVIEW:

Hope Health Action (HHA) is a Christian NGO passionate about providing life-saving health and disability care for the world’s most vulnerable. In 2007 we co-founded Hopital Convention Baptiste d’Haiti (HCBH), which is now one of the leading hospitals in northern Haiti; a 100-bed facility with about 300 Haitian staff that supports around 30,000+ patients annually.

The hospital has a range of services including a maternity and neonatal unit, paediatric ward, rehabilitation unit for persons with spinal cord injuries and other neurological disabilities, an emergency department, internal medicine ward and surgical department, offering general, orthopaedic and obstetrical care. Other services include a WHO certified COVID19 ward, community health activities and a respite centre for children with disabilities.

HHA is looking for a new Haiti Operations and Facilities Coordinator to join our amazing international and local team. Based in Haiti, this is an exciting opportunity for individuals looking for a 1-2 year experience overseas (though we do also accept shorter placements). Whilst previous experience in logistics or operations would be desirable, this role would suit an individual who’s good at problem solving, practical and not afraid of getting their hands dirty. A successful Operations and Facilities Coordinator should be able to resolve problematic situations efficiently and have excellent communication and organisational skills. Basic maintenance and/or other skills are a plus.

We are looking for individuals passionate about using their gifts to draw alongside our local team, helping to equip and empower sustainable Haitian led healthcare. This role will have a huge impact on our life-saving and life-transforming services across northern Haiti. Individuals will have the opportunity to join a friendly and passionate team within Haiti, whilst also learning from HHA's wider team and receiving direct personal support from experienced professionals with relevant international development expertise.

RESPONSIBILITIES

LOGISTICS:

This role includes working alongside the hospital's logistics team to help ensure the hospital runs efficiently and effectively. Specific areas of work will include:

- Collaborating with HCBH's Head of Logistics, providing support, mentorship and identifying any training needs
- Reviewing the efficiency, strengths, weaknesses, opportunities etc. of HCBH logistics and providing recommendations for improvements, including a clear plan for the implementation of service improvements
- Aiding an improved procurement plan for medical and other materials
- Improving the monitoring, evaluation and accountability of a number of logistic services (including, solar/electrical team, incinerator/waste management team, water purification team.)
- Helping establish stronger reporting and accountability systems to aid better efficiency and outcomes of the department
- Assisting HCBH with an improved organisational structure and relevant roles and responsibilities for logistics team

SITE MAINTENANCE:

Related to the above, this will include:

- Working with relevant teams including the hospital's bio-mechanics, electricians, mechanics and plumbers to improve the maintenance of equipment at HCBH, including implementing maintenance plans
- Acting as a liaison between Haiti and international specialists for the repair and maintenance of certain equipment like HCBH's radiology units, the solar system etc. through remote support or in-country visits
- Implementing a digital inventory and work order system
- Providing hands on support for some practical jobs as needs arise

HHA GENERAL OPERATIONS:

This role will help ensure HHA is operating efficiently and effectively across its different operations in Haiti. This will include providing support with the following:

- **PROJECT MANAGEMENT:** The Operations and Facilities Coordinator will help oversee and manage various HHA and/or HCBH projects, creating assignments, tracking progress, and resolving issues
- **HHA REPRESENTATION:** The Operations and Facilities Coordinator will help represent HHA at a range of meetings in Haiti, alongside assisting with the management of international teams at the hospital in coordination with our Volunteer Coordinator
- **SECURITY:** This role will work with members of HCBH and the Haiti Director to monitor the security situation in Haiti and implement appropriate strategies to mitigate risk to staff and team members
- **GENERAL:** This role will provide hands on support to the Haiti Manager as needs arise

OTHER:

Whilst the above responsibilities set out some of the core roles and responsibilities typical to our placements, applicants will need a flexible and open approach to work in Haiti. We have a small but supportive international team on the ground who will often need to provide support to each other on a range of diverse activities.

| PROFESSIONAL REQUIREMENTS | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| Relevant experience or qualifications related to the project role | X | |
| Fluent in English and willingness to learn Haitian Creole (basic French is desirable) | X | |
| Previous Project Management experience or relevant leadership qualities | X | |
| Good IT skills | X | |
| Previous experience working in developing countries | | X |
| Experience living or working in a foreign culture | | X |
| PERSONAL REQUIREMENTS | ESSENTIAL | DESIRABLE |
| Hard-working and flexible in working hours (including anti-social hours) | X | |

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| Open-minded and willing to learn | X | |
| Sensitive and able to work with people of different faiths and cultures, particularly within the Christian ethos of HCBH and HHA | X | |
| Strong team player | X | |
| Comfortable working independently | X | |
| Comfortable working in a challenging setting, including managing potential security risks or responding to natural disaster risks (hurricanes, flooding etc.) | X | |

If you'd like to hear more about this role please contact:

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