



MINISTRY DESCRIPTION

Title: International Disaster Services Response Manager

Schedule: Regular, full-time

Department: International Program

FLSA: Exempt

Reports to: International Disaster Services Director

Ministry Function:

This position manages international disaster response operations, as assigned, both in the field and from Convoy of Hope Headquarters (COH HQ), working with all partners to ensure those affected by disasters are served well and with dignity. This position includes management of projects both during responses and peacetime. During active international responses, this position is deployable and could also serve in the Convoy of Hope Operations Center (COHOC), as needed.

Essential Duties & Responsibilities:

1. Deploy to international disasters as a part of the initial response team to help provide oversight to the setup and function of relief operations, as assigned. After returning to COH HQ, continued communication with partners in the field may be needed to ensure relief efforts are completed and reported accurately.
2. Provide management of responses in which COH does not have a physical field presence, working with partners to ensure relief efforts are completed and reported accurately.
3. Maintain ongoing communication with key partners in the field, to ensure International Disaster Service's (IDS) deployable base is ready should a response be needed. This includes ongoing email and/or WhatsApp communication with team members and partners.
4. Assist the IDS Director in training and preparing deployable staff (both at COH HQ and in COH program countries) and partners concerning how to conduct a field response.
5. Ensure effective management of IDS team projects, assigned by the IDS Director, during active response and peacetime, which includes prioritizing tasks and working with team members to ensure successful completion, often with deadline pressures.
6. Manage significant sums of funding with precision and integrity both in the field and remotely, working with partners on the ground.
7. Assist the IDS Director in coordinating disaster supplies housed in both COH and partner warehouses with Supply Chain and Regional Leaders to ensure accurate inventory and accounting. Assist in the strategic planning of the prepositioning of relief supplies.
8. Maintain an ongoing working knowledge of global current affairs and disaster activity. Provide updates on any significant events to the IDS Director, ensuring the team is aware of all significant immediate onset and slow onset disaster events.
9. Assist the Training and Deployment Manager with the disaster preparedness and resiliency training through the presenting and refinement of materials, as requested.
10. Manage key IDS relationships with international faith-based partners, agencies, donors, etc., as requested by the IDS Director. This could include occasional travel to meet with partners to increase operational efficiency and impact for IDS.
11. During active responses, manage COHOC operations as needed.
12. As a member of the International Program team, support other programs as assigned.
13. All other duties as assigned.

Required Knowledge, Skills & Abilities:

1. Bachelor's degree preferred; high school diploma or equivalent required.
2. 2+ years of church or compassion ministry experience required.
3. 2+ years of experience in leadership and project management roles required.
4. Multi-lingual preferred.
5. Flexibility and adaptability to ever-changing situations and scenarios while maintaining a great attitude and ability to make decisions quickly.
6. Excellent verbal and written communication skills in creating, editing, and proofreading content conveying the program work of COH within the organization, as well as to partners and our target audience. This includes the ability to quickly build rapport.
7. Project management experience with demonstrated ability to multitask.
8. Strong organizational and problem-solving skills, including the ability to remain calm under pressure and maintain tact in very difficult situations.
9. Basic first aid and CPR certification.
10. Ability to use a PC/Mac software programs and web-based systems, including but not limited to Microsoft Office Suite, Google Business, and Salesforce.
11. Completion of a minimum of NIMS courses 100, 200, 700, and 800 prior to employment or within the first year of employment.
12. Serve as an advocate for the ministry, striving to nurture, broaden, and develop financial and other resource opportunities to support and expand organizational and program ministry.
13. Ability to positively represent the ministry of COH, including its mission statement and core values, to all outside constituencies.
14. As a Christian organization, COH believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities:

This position has no direct reports, but manages and supervises (team members, volunteers, etc.) during responses or peacetime to ensure project completion, as needed.