

FAMILY PLANNING ASSOCIATION OF TRINIDAD & TOBAGO**Job Description****Job title: Project Officer (PO)****Work Location: Port of Spain****Division/Department: Programme Unit****Reports to: Deputy Executive Director**

- ☐ Full-time
- ☐ Part-time
- ☐ Contract

- ☐ Sessional
- ☐ Regular
- ☐ Unionized

Job Summary:

The Project Officer is responsible for overseeing the day-to-day execution and implementation of the UNHCR project, as well as providing support to other organizational projects. Key responsibilities include project planning, design, development, monitoring, evaluation, adherence to schedules and budgets, case management, and ensuring technical and quality compliance. Additionally, the role involves managing project financial performance, conducting risk assessments, implementing mitigation strategies, and handling reporting activities for the Association.

- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Key Role & Responsibilities:

- **Project / Case Management:**

- **Case and Project Oversight:** Manage and oversee individual beneficiary cases and project activities across various initiatives, with a primary focus on the UNHCR project. This includes conducting needs assessments, creating case plans, and ensuring timely follow-ups in alignment with project objectives and guidelines.
- **Critical Case Management:** Directly manage high-priority or complex cases that require a higher level of intervention and oversight, ensuring that beneficiaries receive the necessary support and resources.
- **Team Coordination:** Organize and facilitate regular team meetings (weekly, monthly, or as needed) to ensure alignment of case management activities with project goals, track progress, and address emerging challenges.
- **Documentation and Quality Control:** Conduct spot checks and maintain thorough and accurate documentation of case notes and other project documentation to ensure adherence to reporting standards, project guidelines, and proper identification of potential issues.
- **Collaboration and Coordination:** Work closely with project staff, service providers, and partner organizations to ensure comprehensive support for beneficiaries. Strengthen partnerships with community groups and key stakeholders, and explore new opportunities to build and expand collaborative efforts

- **Outreach Support:**

- **Outreach Planning and Coordination:** Lead the planning and coordination of outreach efforts across the UNHCR project and other organizational initiatives. This includes building

partnerships, liaising with NGOs and community groups, and promoting awareness of available services to relevant stakeholders.

- **Community Engagement:** Foster meaningful engagement with local communities, beneficiary populations, and key stakeholders across various projects. Ensure beneficiaries are well-informed about available services and encourage active participation in project activities, aligning engagement strategies with the specific needs and objectives of each project.
- **Data Management and Evaluation:** Oversee the collection, accuracy, and management of data related to outreach activities, ensuring up-to-date records are maintained to assess the impact, progress, and outcomes of outreach efforts across all projects.

- **Project Monitoring & Reporting:**

- **Monitoring Progress:** Monitor the overall progress of individual cases and project activities to ensure that timelines and objectives are being met. Identify and address any challenges that may arise, escalating issues as needed to the appropriate parties for resolution.
- **Situational Awareness:** Stay informed about national and regional developments that could impact the implementation and roll-out of projects, ensuring timely adjustments and response strategies.
- **Compliance Management:** Ensure adherence to all project-specific grant agreements and contractual obligations, ensuring that all deliverables and reporting requirements are met.
- **Reporting:** Prepare and submit donor reports, focusing on both the status of beneficiary cases and overall project progress, ensuring alignment with the Monitoring and Evaluation (M&E) plan.
- **Quality Assurance:** Ensure all project activities, including case management and outreach, comply with established standards, best practices, and project guidelines.

- **General Project Support:**

- **Project Planning:** Assist in the preparation, refinement, and ongoing updates of overall project work plans to ensure alignment with project goals and timelines.
- **Coordination and Monitoring:** Oversee the coordination of project and sub-project activities, tracking progress and identifying potential issues such as budget discrepancies or delays. Provide timely reports on challenges and propose effective solutions.
- **Data Management:** Collaborate with evaluation and project teams to ensure the timely and accurate collection of project data, including service statistics and donor report data.
- **Data Logs Monitoring:** Ensure proper input and maintenance of program data logs, supporting accurate evaluation and analysis.
- **Promotional Materials:** Supervise the development and distribution of project-related promotional and IEC (*Information, Education, Communication*) materials, ensuring they align with project objectives and branding guidelines.

- **Communication:**

- **External Communication:** Ensure that materials used for outreach and project activities meet the required standards of FPATT and relevant donors.
- **Internal Communication:** Establish clear communication channels within the team to ensure that all information is shared effectively and in a timely manner. Maintain consistency across internal and external communications.
- Orient and sensitize project team regarding project objectives, roles and responsibilities.
- Coordinate training and support for all project staff.

- Schedule and coordinate sensitization training for FPATT staff and/or project staff. Identify additional staff training needs in relation to project activities and coordinate identified training.

Education and/or Work Experience Requirements:

Education:

- A bachelor's degree or an associate degree in social work, psychology, public health, or a related field is preferred. Relevant work experience may also be considered in lieu of formal education.

Experience:

- At least 2 years of experience in project management, case management, or a related field, preferably in humanitarian or refugee contexts.
- Prior experience in directly managing cases for beneficiaries is advantageous.
- Experience in outreach, community engagement, or collaboration with humanitarian organizations is a plus.
- Spanish language skills (both written and spoken) are highly desirable and will be considered an asset in the role.

Skills:

- Proven experience in managing beneficiary cases, including complex or critical cases.
- Strong communication, interpersonal, and organizational skills.
- Ability to oversee multiple tasks efficiently in a dynamic, fast-paced environment.
- In-depth knowledge of refugee rights, protection issues, and family planning services.
- Proficiency in MS Office (Excel, Word, PowerPoint) and case management software.
- Fluency in English (written and spoken) is required.
- Fluency in Spanish (written and spoken) is highly valued.

Personal Attributes:

- Compassionate, empathetic, and committed to supporting vulnerable populations.
- Strong sense of confidentiality, professional ethics, and trust-building.
- Flexible and adaptable, with the ability to perform under pressure and meet project deadlines.
- Proactive, solution-oriented, and capable of working both independently and as part of a team.
- Ability to work with diverse populations, in office and in communities (Trinidad & Tobago)

Physical Requirements:

- Ability to safely and successfully perform the essential job functions including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with organizational standards
- Must be able to communicate clearly, both speaking and listening, in a professional manner.
- Flexibility to work in-office and in the field as required by project needs.

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