



Work Location : Mali - Bamako Type of Post : Accompanied - Family

Other Possible Location : Funding : APPROVED

Expected Travel : up to 30% Type of Contract :

Language Requirement : English, French Application Deadline :

Employee Duration : Full-Time

* Starting salaries are based on various factors, including candidate experience, education, knowledge, skills, and the cost of labor where the job is based. Salaries listed only apply to jobs based in the US.

Who We Are:

As a global leader, CARE is shaping the future of the humanitarian and development sector. Each year, we deliver support and services to millions of people globally. We do this by focusing on our mission and vision, and the values of equality and excellence that guide our organization. We seek dedicated individuals who align with our mission and are passionate about making it a reality by collaborating with others, embracing learning and innovation, and delivering results.

What We Are Looking For:

At CARE, we value diversely talented people who can bring different experiences and perspectives to our organization. We know that not all applicants will have every skill and qualification. We encourage everyone who meets the minimum required qualifications to apply. Having one or more of the preferred qualifications will strengthen an application. But, even if you are earlier in your career or followed a non-traditional educational or professional path, we hope you will consider a career at CARE.

Job Title: DIRECTOR, PROGRAM QUALITY AND PERFORMANCE WEST & CENTRAL AFRICA

Job Location(s): Mali - Bamako

JOB SUMMARY

****PLEASE SUBMIT ALL CVS IN ENGLISH**

CARE is seeking a Director of Program Quality and Performance to serve as a strategic coordinator and quality assurance leader within the Regional Management Unit, focusing on program excellence assurance, regional coherence, and fundraising coordination with CARE Member Partners (CMPs) and donors across the West and Central Africa (WCA) region. This position ensures high-quality program delivery through systematic quality assurance processes, coordinates regional proposal development to maximize collective impact, and serves as the primary liaison for all CARE Member Partners (CMP), PSI (Program Strategy and Innovation) and IPO (International Program and Operations) teams on fundraising and program matters.

The incumbent plays a crucial role in strengthening regional programming coherence by facilitating coordinated design processes, overseeing the maintenance of rigorous quality standards, and

positioning the region strategically to capitalize on emerging opportunities. This role directly contributes to CARE's 2030 vision by ensuring all programming meets organizational standards while fostering innovation and collaborative approaches across the regional portfolio.

RESPONSIBILITIES

PROGRAM DELIVERY QUALITY ASSURANCE

Establish and maintain comprehensive quality assurance systems across all WCA regional programming.

Develop and implement standardized quality assurance frameworks for program design, implementation, and evaluation across all country offices.

Conduct systematic program quality reviews and audits of (country offices) COs, ensuring adherence to CARE's Programming Standards and 2030 strategy requirements.

Ensure the establishment of robust monitoring, evaluation, accountability, and learning (MEAL) systems at the CO level, and integration in the regional quality benchmark framework.

Review and analyze program performance data regularly, providing evidence-based recommendations for improvement.

Facilitate the deployment of technical assistance to address quality gaps identified through systematic assessments.

Oversee the implementation of organizational performance systems (PIIRS) to enhance program quality and impact measurement.

Ensure all programming demonstrates measurable impact against agreed-upon indicators with proper documentation and reporting.

Responsibility for Regional Knowledge Management Systems and Learning Agenda Development: The position is central to fostering the exchange of knowledge among COs and regional communities of practice, as part of CARE's broader shift toward localization and networked impact.

REGIONAL PROPOSAL DEVELOPMENT COORDINATION

CMP outreach & Coordination: Coordinate regional program strategy development processes with meaningful CMP participation and input

Proposal Development Coordination: Working with PSI, coordinate multi-country and regional proposal development initiatives, ensuring strategic alignment and leveraging comparative advantages.

Proposal Pipeline Management: Establish regional proposal pipeline management systems to track opportunities and coordinate responses.

Proposal Quality Improvement: Monitor proposal success rates, facilitate learning sessions, and ensure alignment with CARE's strategic priorities and PQ framework.

Partnership Leverage: Develop and implement a comprehensive strategy to establish and maintain strategic partnerships across regions.

CARE MEMBER PARTNER, PSI and IPO COORDINATION AND SUPPORT

Serve as the central coordination resource for all CARE Member Partners, PSI and IPO on strategic program activities in the WCA region

Establish and maintain systematic coordination mechanisms with all CARE Member Partners, PSI and IPO, ensuring regular communication and alignment

Facilitate knowledge sharing and learning exchanges between COs and CMPs, PSI and IPO, promoting best practices and innovation transfer

Coordinate joint programming initiatives that leverage the complementary strengths of different CARE Member Partners

Facilitate access by COs to technical assistance, training opportunities, and expert consultations by CARE Member Partners, PSI and IPO

Establish and maintain regional networks and communities of practice that strengthen CO/CMP collaboration, PSI and IPO

SUPPORT STAFF MANAGEMENT AND TEAM LEADERSHIP

Contribute towards performance management systems, including goal setting, regular feedback, and professional development planning for program teams at COs

Support recruitment and orientation of CO program staff as needed

#LI-AM2

Required Qualifications:

- Master's degree in a relevant discipline or equivalent combination of education and extensive professional experience
- Evidence of advanced leadership experience (3 and plus) in program quality management and multi-stakeholder coordination
- Demonstrated expertise in coordinating cross-regional programs and diverse organisational partnerships
- Comfortable working with and within networks and community of practice (CoPs)
- Advanced skills in coordinating networks and building synergies across diverse organizational cultures and contexts
- Exceptional communication, facilitation, and consensus-building abilities demonstrated across multiple stakeholder groups in in FRENCH & ENGLISH
- Strong experience in change management, strategic planning, and leading organizational transformation processes
- Proven track record in developing and implementing quality assurance systems and standards

Preferred Qualifications:

- Familiar with Humanitarian Programming and inter-agency coordination systems

There are individuals who may use CARE's name and trademark in emails and on websites in an attempt to solicit fees from interested job-seekers. Some examples of these fees are placement fees or immigration processing fees. CARE does not use recruiting or placement agencies that charge candidates an up-front fee of any kind. Occasionally, CARE does employ recruiting or placement agencies to help us identify candidates for specific employment within CARE. If you're contacted by a legitimate recruiting or placement agency, there should be no charge to you. If you suspect that you have been a victim of fraud from someone purporting to be CARE, please contact us at legal@care.org. Please do not email legal@care.org to apply for this position. Instead, click "apply now" below in order to submit your interest.

CARE is an Equal Opportunity employer. We provide equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, religion, ancestry, national origin, age, disability, marital status, or veteran status, or any other characteristics protected under applicable law.

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