



# Deinstitutionalisation Support Manager



Protecting Children. Providing Solutions.

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## Introduction

Thank you for your interest in working with Lumos.

This is a really exciting time in our development and if you join us you will be helping to deliver our ambitious plans for the future.

Across the globe, an estimated eight million children live in institutions and orphanages. At least 80% are not orphans but are separated from families. They are deprived of the close, loving adult engagement a family provides; their physical, intellectual and emotional development is harmed; and they are exposed to significant risk of abuse and neglect. These are some of the world's most disadvantaged children.

At Lumos, an international NGO founded by J.K. Rowling, and the UK 2015 Charity of the Year, we believe this is a solvable problem. We have developed a model of 'deinstitutionalisation' to support countries to reform child care and protection systems based on institutions and replace them with health, education and social care services which keep families together in the community.

We promote deinstitutionalisation at the international level, working with the UN, the EU, Governments and the World Bank, focusing particularly on international aid as a driver for reform. We work closely with the EU and other donors to ensure that aid is used to support the transition from institutional systems to services for children and families in the community, not to build or renovate institutions.

We support governments with expertise and skills, ranging from interventions to save the lives of children facing premature death to the complex financial mechanisms needed to ensure their limited resources are used to achieve reform. We run demonstration projects to prove that reform is achievable for all children, can be scaled up across the nation and is sustainable. Lumos has teams in Moldova, Bulgaria, the Czech Republic, Haiti and Colombia. We also work with authorities in Ukraine and run projects in Greece and Russia and have offices in Brussels and Washington D.C and New York.

Finally, and most importantly, we work with children and their families, protecting children from serious harm and undertaking the complex and sensitive work needed for the preparation of children to move institutions; to achieve family reunification; or to prevent the separation of children from families and their admissions to institutions. We also ensure that children and young people participate in opportunities to promote effective deinstitutionalisation and support our advocacy.

## **ADDITIONAL INFORMATION – Deinstitutionalisation Support Manager**

### **Lumos Mission**

To end the institutionalisation of children worldwide by 2050.

### **Lumos Vision**

A world in which all children have the opportunity to grow up and thrive in a safe and caring family or, where there is no alternative, in specialist placements that meet all their needs, respect their rights and ensure they can fulfil their potential.

### **The Problem**

Across the globe, millions of children are separated from their families and placed in institutions and orphanages, which harm their development, subject them to increased risk of all forms of abuse and severely reduce their future life opportunities.

### **The Solution**

Lumos seeks to address this issue by closing down institutions and ensuring that the children currently living in them are moved to family or community based placements.

Lumos works to develop a range of community-based services which prevent children going into institutions by supporting families to care for their own children and where children cannot be cared for in their own families helping to develop the foster care and small group specialised services they require.

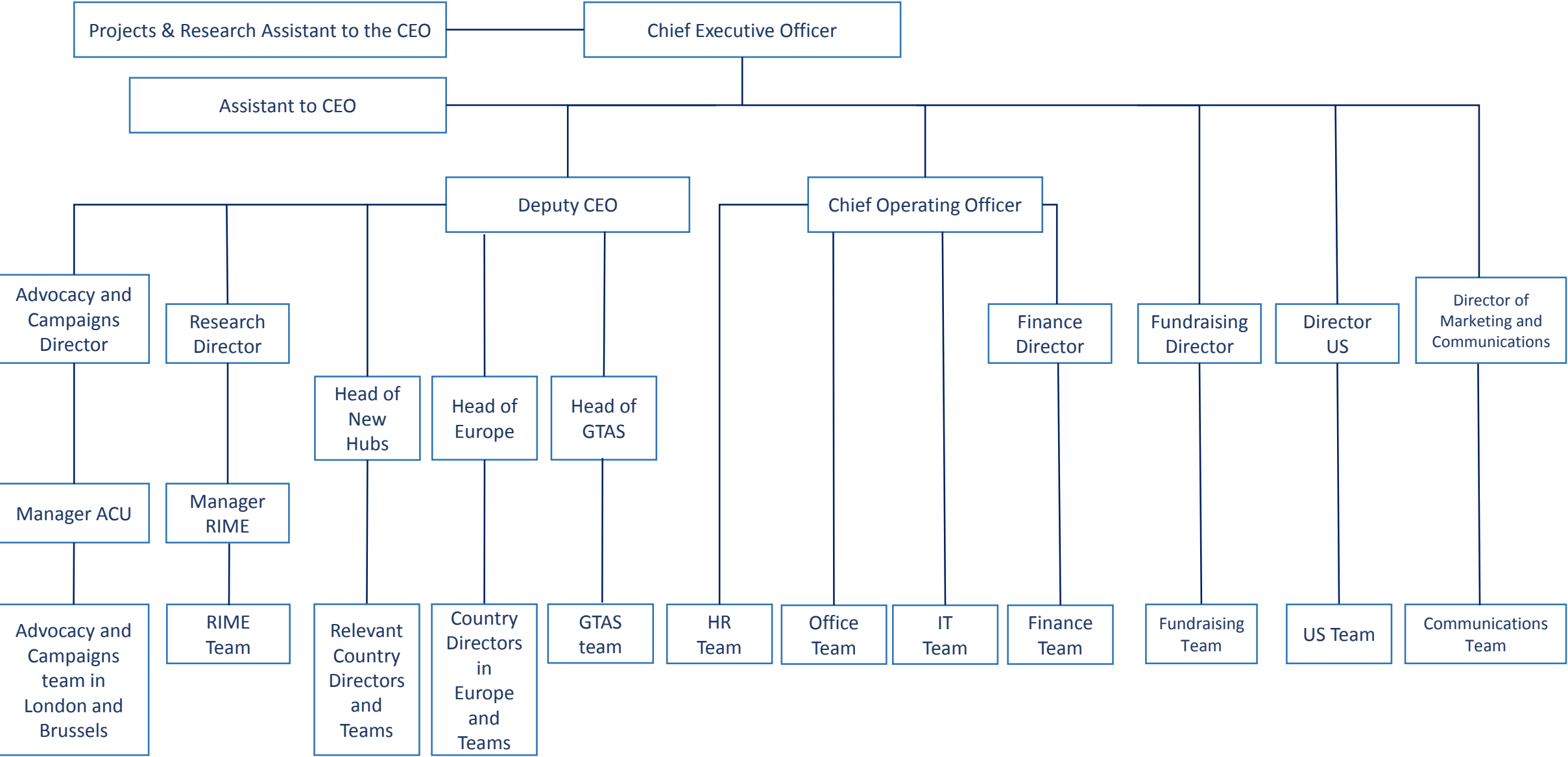
We complement our programmatic activities with high-level advocacy to influence policy, practice and funding, technical and training support, research and targeted campaigns.

### **Moving Forward**

Lumos has worked in Eastern Europe since 2005, accomplishing significant results across country demonstration programmes in Moldova, Czech Republic and Bulgaria. Lumos has provided assistance to many other countries in the region including developing and supporting National Action Plans for deinstitutionalisation, developing a range of services for children and managing emergency concerns preventing severe harm and fatality to hundreds of individual children.

Having demonstrated successfully that deinstitutionalisation is achievable for every child, no matter what their level of need, the challenge is now for Lumos to promote family based and/or specialised small-scale care for all children worldwide.

We started working in Haiti in 2015 and are building a regional hub in the Latin America and Caribbean region (LAC) having just moved into Colombia. Over the next few years, Lumos will develop a number of other regional hubs providing a range of Lumos specialist services adapted to each region.





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## JOB DESCRIPTION

**Job Title:** Deinstitutionalisation Support Manager

**Contract:** Permanent, Full time - 35 hours per week

**Location:** Central London – New Office Location TBC

**Responsible To:** Head of Global Training & Advisory Service (GTAS)

### Background to the Role

Deinstitutionalisation (DI) is an all-encompassing process involving the closure of child care institutions, the development of community-based services to support families, the transition of children into family and community-based care settings, the prevention of family separation, and many other related areas such as the transfer of resources, workforce development, communications, etc. Developing technical expertise across the world in all aspects of the DI process, in different contexts, is essential if Lumos is to achieve its strategic goals. It is in this context that the Global Training and Advisory Services (GTAS) Unit exists.

GTAS develops and delivers training courses, technical advice, study visits, resources and tools to increase knowledge at different stages of the DI process. GTAS support involves areas as diverse as parenting support, trafficking prevention, the assessment and preparation of children for transition, foster care, reunification, child protection and safeguarding, child participation, working with children with behaviour that challenges, the transfer of financial resources in child care systems, leaving care services and the Lumos 10 elements approach to DI.

GTAS supports external stakeholders (including governments, civil society organisations, the faith sector, other agencies and individuals) as well as internal Lumos stakeholders (staff that wish to increase their understanding of DI). It aims to offer both targeted and bespoke support to meet specific needs (e.g. specifically designed study visits) as well as more universal open-access support (e.g. DI training courses, online learning).

The GTAS Unit includes:

- *Technical personnel* – including: ‘core team’ trainers and technical advisers; regionally-based trainers and technical advisers; ‘experts’ from Lumos country demonstration programmes and other departments who offer some of their time to GTAS to provide training and technical advice; and ‘associate’ external consultants bringing specific technical skills to Lumos.
- *Non-technical personnel* – including project managers, coordinators and administrators.

The GTAS Unit is currently managed by the Head of GTAS. Lumos plan to establish a distinct Technical Team, within the GTAS Unit, which will consist of all technical personnel. Lumos is looking to recruit a Deinstitutionalisation Support Manager to manage this new team.

## **Main Purpose of Role**

The Deinstitutionalisation Support Manager will be responsible for the management and development of the GTAS Technical Team; the quality assurance of Lumos technical support and ensuring such support is properly documented; the delivery of training and technical support; and in coordination with other colleagues, supporting the overall development of the GTAS Unit.

## **Job Objectives**

### **1. Managing, Supporting and Developing the GTAS Technical Team**

- The direct line management of GTAS Technical Team core team members; an element of matrix-management and/or technical supervision of GTAS experts and regionally-based technical staff; and, where appropriate, the management of external associate consultants.
- Overseeing the professional development of GTAS Technical Team personnel in technical areas related to their roles.
- In close coordination with the Head of GTAS, identify Lumos personnel and resources to support internal and external training and technical support needs related to DI.
- In coordination with the Head of GTAS and other senior Lumos representatives, the identification, sourcing and training of new technical staff and associate consultants.
- To work in close coordination with the Head of GTAS and GTAS Coordinator and other coordination / project management staff to plan, develop, manage and monitor annual training and technical support activities.
- Overseeing the distribution of GTAS Technical Team work-allocations to ensure GTAS deliverables can be met on time and to a high standard.
- Anticipating operational challenges and mitigating risks; and trouble-shooting problems if/when they arise to ensure sustainable solutions.
- Developing and managing budgets, and other aspects of financial management as required.

### **2. The Quality Assurance and Documentation of Lumos Technical Support**

- The quality assurance of and technical accountability for all GTAS technical advice and materials (including training courses, technical advice and resources); and where appropriate, the technically-oriented quality assurance of and accountability for materials produced by other Lumos teams.
- Ensuring technical support is properly documented for future learning; supporting GTAS colleagues in developing methods to capture the learning journey of training and technical support recipients.
- Ensuring GTAS training and technical materials are appropriate to the technical needs of the geographical regions and cultural contexts in which Lumos is working.



### **3. The Delivery of Training and Technical Support**

- The delivery of training and technical advice and the development of resources in areas related to DI.
- In coordination with other GTAS colleagues, supporting and advising Lumos staff on ways to enhance their technical understanding of DI.

### **4. Supporting the Overall Development of the GTAS Unit**

- To support the Head of GTAS in the development of GTAS strategy.
- In coordination with the Head of GTAS, helps formulate and implement GTAS policy and procedures, and ensures legal and statutory provisions are observed.
- In coordination with the Head of GTAS, supports the negotiation of contracted out services.
- In coordination with the Head of GTAS, represents GTAS in consultation and negotiation with staff, experts, consultants, governments and other external agencies.
- Represents Lumos and GTAS at public events, conferences and, if necessary, media interviews.
- In coordination with other GTAS colleagues, the mapping and documentation of existing technical personnel and resources within Lumos; creating a database to manage this information.
- Prepares reports relating to GTAS work, as required.
- In coordination with other GTAS colleagues, to support the mapping and documentation of external DI-related resources with a view to creating an online DI knowledge portal, as well as using the information for other purposes.
- Support the development and implementation of effective systems to monitor and evaluate GTAS' work.
- Other tasks as appropriate and as required by the role.

### **Person Specification**

#### *Essential*

- Solid experience of working in DI or areas related to DI (such as health and social care, child protection and safeguarding and/or inclusive education, etc) at a senior technical level in an international context.
- Possesses specific areas of technical expertise related to DI within children's services.
- A proven track record of child protection and safeguarding in an international context.
- Demonstrable experience of managing a team of professional and technical advisers.
- Experience of delivering training and/or technical advice.
- A proven track record of planning and managing training and/or technical advice programmes.
- A proven track record of developing and managing budgets.
- A proven track record of working in multi-cultural contexts.
- Good IT skills (ability to use Microsoft packages such as Word, Excel etc).
- Strong project management skills.
- Excellent written and oral communication skills
- Excellent inter-personal skills.

- Ability to work flexibly in changing situations and to meet tight deadlines.
- Ability to anticipate future technical needs of stakeholders and plan accordingly.
- Possessing an entrepreneurial and solution-focussed work-ethic.
- Commitment to Lumos' mission.
- Willingness to travel both nationally and internationally.

*Desirable*

- Experience of working in DI in low-income country contexts and/or emergency contexts.
- Experience of using online methods to deliver training and/or technical advice.
- Proficiency in languages other than English.





## RECRUITMENT PROCESS

**Closing Date: 3<sup>rd</sup> December 2017**

### **How to Apply:-**

To apply please submit the following documents:

- A supporting statement highlighting how your skills and experience meet the person specification (two pages maximum)
- Your CV, stating your current salary details.

Please email to Geeta Paul at [jobs@wearelumos.org](mailto:jobs@wearelumos.org). If you have any further enquiries, please contact Geeta Paul, HR Business Partner on +44 (0) 20 7253 6464.

- Lumos is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the DBS.
- Lumos is an equal opportunities employer.
- Lumos requests no agencies please.

**With a view to minimising our administration costs, unfortunately we are only able to contact those candidates that have been shortlisted for an interview.**



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