

## JOB DESCRIPTION

<b>Job Title:</b>	Regional Training Assistant, Jordan & Lebanon (National position)
<b>Department:</b>	Global Impact
<b>Location:</b>	Amman/ Beirut with travels to project locations
<b>Reporting to:</b>	Regional Program Manager
<b>Duration:</b>	5 months (Dec.2022-Apr. 2023)
<b>Salary:</b>	JoD 650

### **Relations with others**

*Internally* with Country Directors Jordan and Lebanon, Project and country teams in Jordan and Lebanon, members of the Global Team (Portfolio teams, Operations, etc. as required).

*Externally* with partners staff, CBOs, local and international NGOs, Government departments, clusters.

### **Background**

HelpAge International is a registered charity in the UK, leading an international network focused on ageing issues and supporting older people globally. HelpAge works with 158 partners in 86 countries to help older people claim their rights and challenge discrimination and poverty, so that they can lead dignified, secure, active and healthy lives. HelpAge operates through a Global Team with staff based across the world. Through this structure HelpAge delivers its Strategy 2030.

### **HelpAge and Strategy 2030 – delivering real impact for older people**

HelpAge International works with partners and a diverse global network of more than 150 organizations across 85 countries, supporting millions of older people to live safe, dignified and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age. Our work is driven by our desire to deliver real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience.

Our 2030 strategy *Ageing in a Just World* sets out how we will work together to shape the future we all share. By working together, we aim to help inspire a movement for change and through ensuring all our work promotes older people's wellbeing, dignity and voice, we can transform the lives of older people now and in the future.

Since the launch of our strategy in January 2020, the world has changed in profound ways. We are still experiencing the impacts and consequences. Recognizing and anticipating these important and fundamental shifts, HelpAge International is evolving and transforming itself to be relevant, impactful and viable.

As a result, we are reconfiguring our organizational design and resources in the following ways:

- Driven by our commitment to the localization agenda, we are evolving the way we partner and deliver value at country and local level. In the coming 3 years, we will localize our country offices and programmes, and develop new and diverse forms of partnerships globally.
- We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work - humanitarian and long-term development. Going forward, our value is framed around supporting, convening and thought leadership.
- A keyway of creating value and bringing impact is collaborating across boundaries and by bringing different perspectives, skills and talent together. We will deliver our work through agile teams and a global operating model, with regional roots, to focus on impact and maintain the relationships at the national level to help build collaborations and support others to set their own agendas.

### **How you can make a difference**

At HelpAge International, we offer a unique and exceptional career experience to bring positive and lasting change in the lives of older persons. As countries prepare for and adapt to population ageing, you can make a difference at a critical juncture to how societies, economies and institutions adapt to this change. Guided by our commitment to our values of impact, learning, partnership, and inclusion (see [values](#)), you will work with talent like yourself and partner with other agents for change to bring systemic change and impact at scale. By acting as a supporter, convener and thought leader, together, we can make an impact that matters for older persons and their communities. HelpAge International offers you an inclusive, collaborative workplace and innovative environment.

This is a critical time for HelpAge International as we seek to transform the ways the organization works and brings value. We are looking for exceptional individuals who will explore new opportunities to create value, to find new avenues, unique ways and novel partnership and collaborations to reach our shared goals. We are looking for talent which thrives in collaborating with others (inside HelpAge International and beyond) and who can work in agile ways and across boundaries. We are seeking individuals, with an entrepreneurial mindset, who can operate across diverse areas of our work, who can leverage both their unique expertise and deploy a wider range of experiences and competencies.

HelpAge International is working towards its aims by:

- Delivering programmes and developing models of service delivery for older

people, including in humanitarian crises and development context;

- Advocating and campaigning for changes in policies and attitudes towards ageing and older people, bringing together the collective experience of the network;
- Strengthening the voice of older people and network members on the world stage;

Using the evidence generated from our own work and that of network members to refine our approach, inform global debates on ageing, and influence national and international policies and debates.

In Jordan we will deliver this agenda through a combination of programme and policy and communications work focused on our core themes of Society for all Ages, income security, healthy ageing and humanitarian action.

In May 2021, HelpAge started a two-year project **“Community-based health and protection intervention for the most at-risk Syrian refugees and host community members, in particular older people and people with disabilities, in Jordan and Lebanon”**.

The project provides humanitarian assistance to address critical gaps in healthcare and protection (specifically GBV) services for the most vulnerable groups, in particular people with disabilities and older people, while contributing to building crisis resilience among Syrian refugees and host communities living in urban areas of Jordan (Amman, Irbid and Zarqa governorates) and Lebanon (Beirut and Mount Lebanon). HelpAge works with one partner in Jordan and one partner in Lebanon to implement health and protection activities at clinical and community level. HelpAge also leads on advocacy and training activities in both countries.

In times of crisis, HelpAge delivers humanitarian aid directly to older people to meet their basic human needs. HelpAge also works with partners and members of our network to ensure that other organizations are able and motivated to take into account the needs and rights and contributions of older people. In addition to direct and indirect service delivery, HelpAge seeks to promote good policies and standards: to contribute to the improved quality and accountability of humanitarian programming through coordination, advocacy, and evidence-based research and learning.

### **Scope of the job**

The Regional Training assistant will assist in following up on the Training component in the project titled **“Community-based health and protection intervention for the most at-risk Syrian refugees and host community members, in particular older people and people with disabilities, in Jordan and Lebanon”**, in the two countries. They will oversee all capacity-building activities of HelpAge in Jordan and Lebanon. They will follow up with implementing partners in the fields of protection,

inclusion, Health ageing of older people.

The Regional Training Assistant will follow up on the existing training plan and attend training sessions adapted to different audiences in both countries. master trainers will be encouraged and supported to deliver further trainings within their organisations and beyond. The Training Assistant will collect training data and progress, and suggest additional training modules/sessions, as needed. As a member of HelpAge, the Regional Training Coordinator is expected to support the implementation of the overall programme strategy of HelpAge, including the localisation strategy and partner led programming.

### **Job activities**

- Follow up on the existing Capacity building strategy and plan for the project
- Responsible for planning, administration, and monitoring of all trainings.
- Mapping out training plans and schedules.
- Support master trainers in facilitation and delivery of training
- Market available training opportunities to the local CBOs, NGOs, government, international/national organizations, and the cluster groups.
- Ensure that all training programme deliverables are met according to expected standards and in a timely manner.
- Manage online, email, and phone inquiries and registration from potential participants
- Responsible for all training reports
- Build relationships with local and international organisations to promote the training and reach a wider number of participants

### **Experience**

#### *Essential*

- At least 6 months of experience in training
- At least 1 year of experience working for an NGO
- Good attention to details and good analytical skills
- Computer literate (i.e. WORD, advanced Excel, Outlook)
- Patient, adaptable, flexible, able to improvise and remain responsive and communicate clearly and effectively under pressure
- Excellent planning and coordination skills, with the ability to organise a workload comprised of varying and changing tasks and responsibilities
- Strong communication (written and spoken) in English and Arabic
- Excellent interpersonal skills
- Willingness to travel for extended periods from home-base

- Comply with HelpAge International policies and practice with respect to child protection, code of conduct, health and safety, equal opportunities, fraud and other relevant policies and procedures.

### *Desirable*

- Experience of working with partners and networks and implementing capacity-building activities (including on-the-job coaching)
- Experience of working in coordination with international and local NGOs as well as clusters or other coordination mechanisms.

### **Personal qualities**

- Commitment to the mission and vision of HelpAge International. In particular, a good understanding of the HelpAge International mandate and focus on the inclusion of older people.
- Good team player
- Flexible
- Enthusiastic
- Has appetite for innovation
- Interested in learning and development

### **Safeguarding**

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with.

Therefore, you will also be responsible for:

- Preventing harm and abuse from our people, operations and programmes, to anyone that encounters our work;
- Reporting all safeguarding incidents you see, hear, hear about or suspect, using our internal reporting mechanism;
- Complying with all safeguarding framework policies and practices
- Completing mandatory training courses relating to our safeguarding policy framework and complying with HR vetting procedures.

### **Diversity and Inclusion**

HelpAge International is dedicated to creating a diverse and inclusive environment for all its employees/consultants while extending the culture of inclusion into our work. We believe that our workforce should reflect the wide diversity of the communities we serve, and that diverse voices should be elevated and intentionally integrated into our work. We embrace difference and diversity of identity, experience, and thought, and actively strive for inclusive behaviors across our organization and work regardless of gender, race, disability, age, nationality, ethnic/national origin, sexual orientation, religious beliefs, marital status, pregnancy, social status, and political beliefs.