



## **Outreach Programs and Community Relations Director**

January 2020

### **YOU**

You are frustrated with the traditional approach of most organizations toward complex social problems caused by poverty. You know people who live in extreme poverty and are marginalized are resilient and capable of solving their own problems when adequately supported. You know that children and young people growing up in marginalized communities possess the same capabilities of their peers from other areas of Metro Manila and deserve the possibility of accessing the same educational and work options available to their peers.

You want to work in an organization that shares your mindset and that can support your vision toward supporting communities to become stronger and safer for children and youth. You see yourself as a partner of families and parents without creating dependency of hand-outs but rather building a relationship based on mutual respect.

### **ABOUT TCI**

Tondo Community Initiative aims to improve the quality of life of people in Tondo, Manila by fostering a strong network of organizations and services that partners with the local community to deliver relevant and impactful education, health, and social programs.

TCI currently focuses on developing and delivering center-based and Outreach Programs and Community Relations that are grounded on the developmental needs of the youth of Tondo, Manila. The organization also handles social welfare cases for different children and families in need of legal, medical, financial, and other types of assistance.

TCI prioritizes services which no other actor currently delivers for the community, aiming to ensure the ultimate goal of young people in Tondo to succeed in life. The organization enables, partners, and co-delivers with other institutions in delivering other services needed by the community.

### **OUR COMMUNITY**

Our community (referred below as “Tondo”) is what is commonly referred to as “Smokey Mountain” and in particular, but not exclusively, the barangays 128, 105, 101 in Tondo, Manila. This community is too often misunderstood and considered dangerous. One consequence is that young people from Tondo are at a disadvantage when competing for resources and jobs available to their peers in Metro Manila. Contrary to what many believe, the people of Tondo are incredibly resilient and able to cope with social and environmental challenges like few others. TCI’s goal is to build on such resilience and ensure that young people from Tondo are equipped to access and thrive in education, training and employment opportunities that are available to their peers from other areas of Metro Manila.



## **CURRENT PROGRAMS AND SERVICES**

We strive to create a positive space where youth leaders of the community can meet and collaborate, as well as access relevant experiences, opportunities, and services related to:

- Community development and engagement
- Social work & community health
- Child protection
- Holistic education (curricular and extra-curricular/soft skills)
- Youth empowerment

At TCI we define holistic education as any interaction with children and youth that enriches them with soft skills as well as academic ones. We see value in teaching personal hygiene and safety, self-discipline and esteem as much as in math and sciences.

TCI's values are holistic education and partnership with best-practice organizations in the metro-Manila area. Our essential value is that TCI's role is to ensure the children and youth we serve have access to the best available services to enable them to overcome their socio-economic challenges and build brighter, safer and happier futures.

## **THE PARTNERS OF THE INITIATIVE**

- Tondo Foundation - strategic support, interim management, and financial support
- Stairway Foundation - support and oversight of child protection and social work
- Starfish Foundation - innovation in education
- The community of Tondo

## **ROLE SUMMARY**

The Outreach Programs and Community Relations Director (OPCR Director) ensures that TCI offers and excellently delivers a relevant and impactful portfolio of programs and services which would be outreach-based and grounded on the developmental needs of the children and youth of the Smokey Mountain area of Tondo, Manila. The position's core responsibilities include developing the outreach-based programs portfolio, ensuring successful implementation of each program, strengthening TCI's relationship with the community and vice versa, partnering with key stakeholders to design and/or deliver services, and leading and managing the OPCR Team.

TCI aims to become an integral part of the community that surrounds it and to do so it needs a strong OPCR Team of social workers, community mobilizers, educators, nurses, and others who are passionate about working in the community. The Outreach Team will spend a large part of their time in the community, becoming a trusted partner of children, youth, and families.

The OPCR Team will be the link between vulnerable members of the community and the services provided both by TCI at its center and by other partner organizations, local authorities, healthcare providers. They will facilitate access to public schools, healthcare centers, and hospitals, as well as the acquisition of birth certificates for children. The team must ensure that the community is aware of the public services that are available to them.



OPCR members will be able to help solve problems faced by members of the community and trained to refer more complex situations to our case managers. This will be particularly important in case of issues concerning child protection, domestic abuse, and other situations in which a trained social worker must be involved.

The OPCR Team will be community advocates within the TCI organization to ensure we constantly know and understand the community's needs and realities and develop and adapt our programs appropriately. OPCR members must be familiar and develop a good relationship with the local government agencies and units, schools, health centers, and other organizations.

## **ROLE & RESPONSIBILITIES**

### **1. Develop the Outreach Programs Portfolio Centered Around Our Core Values**

- Establish a strategic direction for the portfolio of Outreach Program, anchored to the organization's mission and the needs of the community
- Research, design, and initiate programs aligned with TCI's program portfolio design. This can be done, whenever possible through partnerships with organizations which complement our strengths.
- Continuously improve and strengthen each program and the entire portfolio of programs to ensure TCI offers the most relevant and impactful services to its core stakeholders.

### **2. Ensure Successful Program Implementation**

- Set clear desired outcomes and results for the Outreach Programs portfolio and each individual program.
- Apply program and project management principles proficiently to meet goals set.
- Constantly monitor and evaluate the performance and health of the entire Outreach Programs portfolio and each individual program.
- Manage information and knowledge management related to the function, including documentation, storage, and communication of important data and information.
- Ensure that the OPCR Team facilitates the following:
  - i. Access to public education to reduce school drop-out rates
  - ii. Application for and acquisition of birth certificates
  - iii. Access to government provisions to which families might be entitled
  - iv. Access to healthcare, including public health centers and hospitals, and other health services.

### **3. Nurture Positive Community Relations and Strategic Partnerships**

- Promote activities run by TCI and its partners to the community.
- Develop partnerships with government agencies, NGOs, social enterprises, and the private sector in Tondo and Metro Manila.
- Interact with all members of the community, building trust and identifying situations that require the intervention of a social worker



#### **4. Management and Leadership**

- Attract, retain, and develop members of a high-performing and mission-driven Outreach Programs and Community Relations team.
- Provide overall executive leadership and management for TCI as part of its team of Directors as deemed necessary.
- Represent TCI in strategic meetings with external stakeholders as needed, especially with matters concerning the organization's relationship with the community or its different players.

#### **IDEAL CANDIDATE PROFILE**

- Minimum 5 years' experience in community development, social work and Outreach Programs and Community Relations
- Minimum 2 years' experience in managing a team, preferably at least 10 to 15 people
- University degree in Social Work, Psychology, Community Development, Education, or other relevant degrees is highly preferred, but not required
- Willing and able to commit to the position for at least two years

#### **COMPENSATION AND BENEFITS**

Salary is competitive relative to industry and sector standards. This will be discussed during the interview.

Annual healthcare benefits are also provided as well as the mandatory Philippine benefits (SSS, PhilHealth, Pag-IBIG, etc.). If requested, additional details can be provided.

#### **WORKING WEEK AND LOCATION**

The Outreach Programs and Community Relations Director is expected to render work for a minimum of 40 hours a week, over five working days, Monday to Friday (with possible work on Saturdays as necessary).

The role is primarily based in Barangay 128, Tondo as well as barangay 129, 101, 105 and other areas around the old Smokey Mountain, Permanent, and Temporary Housing.