



## **CARE INTERNATIONAL IN UGANDA**

### **About CARE International**

CARE is a global leader within a worldwide movement dedicated to ending poverty. We are known everywhere for our unshakeable commitment to defending the dignity of people. CARE works around the globe to save lives, defeat poverty and achieve social justice. We seek a world of hope, tolerance and social justice, where poverty has been overcome and all people live with dignity and security. We put women and girls at the center of our work because we know that we cannot overcome poverty until all people have equal rights and opportunities. CARE has been working in Uganda for over 50 years. In FY ending June 2020, CARE improved the lives of nearly one million people in Uganda (62% women). Our ambition for the next five years is to reach 5 million people, through life-saving and gender transformative programs. CARE International in Uganda seeks to **recruit** a highly motivated and qualified professional to fill up the position of:

**Project Coordinator-Digitalization :1 Position, Location: Kampala with frequent travels to the field**

### **Job summary:**

The Project Coordinator-Digitalization will be responsible for managing Chomoka's relationship with the CARE Country office, ensuring project teams have the training and support they need, and that savings groups using the application are successful.

S/he will maintain thorough understanding of the technical aspects of the Chomoka platform, train and provide ongoing support to CARE & partner project staff, so they can successfully onboard SGs to Chomoka. S/he will work closely with project field staff to ensure quality and effective customer service for all savings group using Chomoka. S/he will continually engage with end users and trainers, design and implement short surveys to gather and consolidate feedback on product performance and share reports and insights this with the Chomoka core team and the country office.

### **Application Procedure:**

Candidates who are interested in the above job should submit an updated CV and Application letter giving a day time telephone contact and names, telephone contacts and email addresses of 3 (three) work related referees only through our recruitment email:([ugarecruitment@care.org](mailto:ugarecruitment@care.org)) clearly indicating

**“Project Coordinator-Digitalization” in the email subject.** The deadline for submitting CVs is **18<sup>th</sup> March, 2021**. For any questions please call our office on 0312258100/150.

**CARE IS AN EQUAL OPPORTUNITIES, GENDER SENSITIVE, CORRUPTION, SEXUAL EXPLOITATION AND ABUSE INTOLERANT EMPLOYER. *Please Note that CARE International in Uganda does not ask any applicant payment for any recruitment process***

**N.B: Refer to the Job description below for more details about the job**

CARE INTERNATIONAL IN UGANDA		JOB DESCRIPTION		
Job Position Title	Project Coordinator-Digitalization			
Job Grade and Step	D			
Program/Project	Chomoka			
Duty Station/travel time	Kampala with frequent field travels			
Immediate Supervisor	Financial Inclusion and Policy Advisor			
Supervisees	N/A			
Status of JD	<input checked="" type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> No Change	
Date submitted to HR	March 2021			
Name of Job Holder				
Date of Hire				

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#### PROGRAM SUMMARY

Chomoka is a dynamic FinTech start up that is unlocking the transformative potential of savings groups through technology. Incubated by CARE and built in partnership with a Tanzania software solutions provider, Chomoka is driven by a proprietary smartphone application used by informal savings groups (VSLAs, AVEC, SILC groups) to manage their records, access financial services and access advisory support from a trusted network of agents. Chomoka's target markets are the millions of savings group members across Sub-Saharan Africa and the companies and promoting agencies seeking to serve them. Chomoka was developed and launched first in Tanzania in 2019. It is now poised for Pan-African expansion (Ghana, Cote d'Ivoire, Rwanda, Uganda are on track to launch within 12 months). With 20+ years as a leader in financial inclusion, CARE is uniquely positioned to support Chomoka's success. In Tanzania, CARE has supported 7,000 users to adopt the product to date. Over the coming years, Chomoka will be expanded to West and East Africa. In doing so, Chomoka will offer users an efficient, customer-centric bridge that

enables them to not only set up and manage effective informal savings groups but also access a growing range of formal digital financial services designed to meet their needs. Ultimately Chomoka aims to support our users, including women in particular, to access financial services and benefit from the digital economy.

### **Summary of CARE's work with VSLAs in Uganda:**

CARE Uganda works directly with over 890,000 community members (70% women), mobilized in over 32,000 VSLAs, across four regions (West Nile, Northern, Eastern and Western Uganda). CARE Uganda's VSLA programming is included in both humanitarian/emergencies and development interventions and also serves as a platform for community mobilization. Utilizing the VSLA model, CARE has managed to reach all categories of rural populations including the very poor and the extremely vulnerable by challenging their capacity to break the circle of poverty.

This is an exciting opportunity for a *Project Coordinator-Digitalization* to step into a startup environment to support the launch of an innovative tech solution for informal savings groups in Uganda. We are looking for someone who can drive the execution of key activities to move Chomoka forward. This position offers an opportunity to work in a dynamic environment that emphasizes innovative thinking, passion for driving development, and a bias towards action to achieve results.

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### **SPECIFIC RESPONSIBILITIES**

#### **Responsibility #1 (40%): Provide Training and Training of Trainers on Chomoka for CARE project staff**

- Coordinate with CARE project team to develop Chomoka Training plans and integrate Chomoka activities within broader Project Activity plans
- Train and sensitize CARE Project staff and community-based trainers/agents on how to incorporate Chomoka into ongoing VSLA activities
- Maintain thorough understanding of the technical aspects of the digital technology and provide support to trainers
- Develop, localize and review materials and tools to support remote and in-person training of savings groups' adoption of Chomoka.

#### **Responsibility#1 (40%): Roll-out of Chomoka App and Implementation of the Program**

- Oversee localization of application including translation, initial user testing and customer feedback sessions
- Act as the voice of the local customer to communicate emerging customer desires and any detected bugs or flaws in the Chomoka App
- Manage 1-2 interns or customer support staff to provide remote support to users and trainers.
- Work together with country office tech staff to maintain and escalate any issues with the local technology

**Responsibility #3 (10%): Generate continual feedback and support to Chomoka core team and Country teams**

- Develop or adapt tools and systems to generate reports on customer usage and feedback.
- Routinely organize periodic data collection using human centered design principles to maintain a user-centric focus
- Schedule or contribute to project team review meetings and share results to promote continual improvement of the Chomoka product and experience
- Coordinate with global product manager to integrate local product requirements into global product roadmap

**Responsibility #4 (5%): Promote Gender Equity and Diversity and Safeguarding Practices**

- Practice a behavior consistent with CARE's core values, and promotion of gender equity and diversity goals;
- Plays a leadership role in identifying and implementing initiatives that enhance CARE's commitment to gender and diversity.
- Ensure that CARE Safeguarding policies and procedures are adhered to by all and the staff that S/he supervisors both directly or indirectly
- Ensure that staff and related personnel under your jurisdiction are familiar with the following organizational policies and procedures and can identify when needed how these may have been breached; The CI Safeguarding policy, Protection from Sexual Harassment, Exploitation and Abuse and Child Abuse, The anti-discrimination and harassment policy, The code of conduct and the organizations Values.

**Responsibility #5 (5%): Any other duties assigned from time to time**

- Any other duties incidental to the role of Project Coordinator Chomoka or as assigned by supervisor.

**AUTHORITY**

While the Project Coordinator-Digitalization will report to the Financial Inclusion and Policy Advisor, s/he will take guidance from the Program Manager to ensure all project focused and Programmatic related issues fall within the scope and agreed priorities of the Livelihood Program.

**WORK CONDITIONS**

The position is based in Kampala, but a significant amount of time (approx. 60%) will be spent on travelling in support of CARE Uganda Initiatives. The position will also invest time on liaising with counterparts and other stakeholders across the country office.

**Qualification and experience:**

- A post graduate diploma in Business Administration, Computer Science, Information Technology, or other relevant field is a MUST.
- Bachelor’s Degree in Business Administration, Computer Science, Information Technology, or other relevant field;
- Passionate about technology, motivated by helping other people build digital literacy, and committed to promote gender equality
- Digitally proficient with demonstrated ability to quickly learn and troubleshoot on Android devices
- 3-5 years’ work experience in customer support, ideally related to technology solutions for low-resource environments
- Experienced trainer with demonstrated ability to design, deliver and provide follow-on support to trainees.
- Proactive, self-starter with strong critical thinking skills and ability to work independently
- Ability to communicate effectively in English, and other local languages appreciated
- Ability to thrive in team environments, with a strong understanding of diversity and other cultures.
- Problem solving mindset- willing to work flexibly to achieve collective goals.
- Knowledge of or experience working with informal saving groups (VSLA, SILC, AVEC, SfC) strongly preferred

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

[Name of incumbent]

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Financial Inclusion and Policy Advisor

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Program Manager