



ISSARA INSTITUTE

JOB DESCRIPTION | COUNTRY PROGRAM MANAGER (MALAYSIA)

Job Title:	Country Program Manager
Duration:	1 year, with possibility of extension
Responsible to:	Senior Director, Strategy & Global Partnerships
Duty Station:	Kuala Lumpur, Malaysia

BACKGROUND

Issara Institute is an independent non-profit organization based in Asia and the United States tackling human trafficking and forced labor from the lens of business and human rights. The Institute was established in 2014 by a team of anti-trafficking experts coming out of the United Nations who created an alliance of private sector, civil society, and government partners committed to transformational, sustainable, worker-driven approaches to labor issues, especially those occurring in global supply chains. It is staffed by leading regional and international experts in labor rights, business and human rights, and research and technology.

We believe that, together, we can transform the lives of tens of millions of workers through worker voice, partnership, and innovation - that sustainable systems driving more ethical labor recruitment and working conditions are vital to the future of workers individually and collectively, to equity and fairness across supply chains, and to sustainable poverty alleviation efforts.

OVERVIEW

The Country Program Manager will play a critical role in expanding the programming, relationships, and networks of Issara Institute in Malaysia. Our work focuses on driving better recruitment and working conditions through collaboration with global brands and retailers, their suppliers, recruiters, civil society, and workers themselves.

SCOPE OF WORK

Specific aspects of the scope of work of the Country Program Manager include:

1. Multi-stakeholder engagement

- Establish and strengthen relationships with values-aligned partners, labor unions, business associations, international organizations, and government departments for collaboration and partnership.
- Support and organize national and regional level multi-stakeholder consultations on ethical supply chains, ethical recruitment and worker empowerment, involving global buyers, suppliers, recruitment agencies, senior government policy makers, business associations, community based organizations, and trade union partners.

2. Training and technical support to emerging partner NGOs and businesses

- Conduct capacity assessments of emerging partner NGOs, selected suppliers, and recruitment agencies.

- Monitor and support the implementation of programs supporting the Inclusive Labor Monitoring (ILM) Action Network, including activities implemented by sub-grantees and documenting lessons learned and good practices to inform collaboration.
 - Support training workshops to enhance professional capacity to advance worker empowerment and ethical supply chain practices, drawing upon Issara's worker-driven and data-driven approaches and curricula, and that includes the training on case management protocols and the ILM system.
 - Support the development of an outreach and empowerment strategy to engage migrant workers and build worker power and knowledge, and assist with the roll-out of outreach activities by/with CSO partners.
- 3. Respond to worker voice through Issara's hotline, social media, and case work, and strengthen worker voice and worker power.**
- Handle Issara's free migrant worker helpline and WhatsApp that Malaysian workers can reach out to seek information about labor rights, exchange experiences, and consult about challenges that they face in the recruitment process and at work.
 - Record all information into the Inclusive Labour Monitoring (ILM) system in a timely manner and at the professional standard required by Issara.
 - Serve as a case focal point for (migrant) workers, following Issara's case management protocol.
- 4. Support remediation and response to worker voice through private sector partnership and action in global supply chains.**
- Play a key role in in-country coordination and activities with Malaysia suppliers and recruitment agencies, including kick-off meetings and workplace and recruitment assessment interviews, technical assistance with improvement plans, training, and ongoing remediation-oriented communication.
 - Serve as an enumerator for Issara's worker satisfaction surveys, recruitment fee surveys, and other field-based research and data collection, contributing to field reports and sharing key findings with stakeholders.
 - Stay in touch with workers throughout survey and remediation processes, ensuring that all are apprised on processes and responses relevant to their issues.
 - Maintain confidentiality about any commercially-sensitive business information encountered in the field or elsewhere.
 - Assist and serve as a co-trainer and co-facilitator for the training workshops provided to business and ongoing technical support for system strengthening and sustainable solutions.
- 5. Program management and coordination**
- Track and provide ongoing updates and analysis of:
 - the situation of migrant workers in various industries and geographic localities, and services available to them;

- context on the nature of recruitment processes, capacity and attitudes of civil society organizations (CSOs) and relevant government departments, and insights from local CSOs on needs of migrant workers; and
- recommendations on gaps that could be filled by Issara, including through potential partnerships, collaborations, and technologies.
- Coordinate and manage the logistics of field visits and virtual meetings of Issara colleagues, including designing itineraries, networking to line up meetings, conducting fieldwork, preparing reports, and conducting follow up meetings when needed.

REQUIRED SKILLS & EXPERTISE

We have a lean, dynamic, seasoned team that is committed to change, innovation, and impact. We are conscientious, hold a high standard of care for the people we serve, and understand that we have to be able to work effectively with partners spanning the largest multinational corporations to the smallest grassroots CBOs. Our work ecosystem is multicultural, respectful, and energetic, whether we are working on tasks in teams, or working alone from home. We aim to ensure that there are many opportunities for sharing, learning, and growth on our team, and are looking for individuals who would flourish in our unique environment. The Country Program Manager should have:

- Master's degree in a relevant discipline such as public administration, international development, business, social sciences, social work, and/or human rights
- Minimum 6–8 years of relevant professional working experience related to dimensions of business and human rights
- Fluency in English and Bahasa Melayu required, with excellent written and verbal communication skills
- Familiarity with the human trafficking, migration and business and human rights communities in-country
- Professional interest and motivation to work with local businesses, worker and grassroots service provider communities, and relevant stakeholders
- Ability to work and communicate effectively in a fast-paced, professional, multicultural environment
- Strong facilitation and training skills
- Ability to handle confidential data with discretion

If you are interested in applying for this position, please send a CV, the names and contact details of three references, and a cover letter explaining your interest in the position and relevant expertise to admin@issarainstitute.org. Please note a cover letter specific to motivation and relevance for this position is required for consideration.