



# ISSARA INSTITUTE

## JOB DESCRIPTION | EMPOWERMENT PROGRAM MANAGER

Job Title: Empowerment Program Manager  
Responsible to: Director of Impact  
Duty Station: Bangkok, Thailand

### 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.

### POSITION SUMMARY

This Program Manager position focuses on providing technical and strategic support to Issara's Outreach and Empowerment teams as well as members of the Inclusive Labor Monitoring Action Network, especially sub-grantees, working to build cohesive approaches to jobseeker empowerment in both source and destination countries and ensuring worker voice is mainstreamed through all Issara approaches and actions. The Program Manager will provide technical support on outputs, outcomes and impact monitoring and measurement, and provide technical support and facilitate discussions and reporting on insights and progress as well as strategic planning based on key metrics and programs insights.

Issara takes an innovative approach to worker voice-driven ethical recruitment and ethical supply chains, through worker voice, partnership and innovation. And the Empowerment Program Manager will play a key role in working with Issara teams and the civil society partners globally to implement and verify empowerment approaches to create the expected impact.

The Program Manager will have a unique opportunity to work with global brands, suppliers, recruiters, civil society and workers in supply chains across numerous industries (such as seafood, apparel, agriculture, and electronics), helping them strengthen ethical sourcing, working conditions, and recruitment. We seek a candidate who is deeply analytical, organized, able to operate effectively in cross-cultural and inclusive environments, and passionate to operate at the nexus of the public and private sector to drive meaningful, tangible impact on the ground.

## SCOPE OF WORK

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

### 1. Strategic Planning and Analysis

- Develop and manage clear systems and formats for reporting key information on empowerment metrics, both qualitative and quantitative, and conduct analysis and prepare reports, presentations and other materials.
- Ensure continuous coordination with other program managers on strategic planning and feedback into data systems, supporting teams to use systems, reporting and use of metrics in outreach and empowerment approaches.
- Support the scoping, development and expansion of Issara's job seekers and workers empowerment activities the ILM Action Network activities into new locations.
- Work with management team to collate and report M&E data, support data visualization, and produce reports and analysis for different audiences

### 2. Empowerment Technical Support

- Provide technical support to Outreach and Empowerment (O&E) teams, helping to coordinate internal and external representation in supply chain meetings and approaches, conduct data collection and analysis, and outline and follow up on case management and remediation steps and accountability.
- Provide direction, oversight and clear planning for Civil Society members of the ILM Action Network, including providing support to the Issara teams in approaches with local civil society organizations. Help develop and monitor subgrant program activities, outputs, outcomes and impact.
- Ensure coordination between country programs on outreach and empowerment activities and planning, as well as between teams on worker voice aspects of the Ethical Recruitment and Inclusive Labor Monitoring Programs.
- Support the Outreach and Empowerment team and CSOs partners in building relationships with worker mobilizers/leaders and also local civil society organizations and in building referral networks and procedures.
- Design and deliver training on data quality assurance and MEL requirements as well as data analysis for program design in consultation with the Director of Impact and the Impact Independent Evaluator

### **3. Operations and Team Management**

- Provide consistent mentorship to the Outreach and Empowerment teams.
- Ensure accountability, communicate expectations, and provide constructive feedback and support to sustain high quality performance.
- Ensure operational systems and policies are in place and in compliance with Issara and donor standards. Work with in-country teams and leadership to ensure program and operational structures are adapted to ongoing needs.
- Work closely with senior management to ensure sound management of budgeting and finances.

### **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 must 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. The ideal candidate will have a background working with vulnerable populations on empowerment approaches; have clear understanding of worker voice in the context of global supply chains; technical capabilities in program management and sub-grants management; and have excellent English language skills (speaking, reading, and writing). Knowledge and experience on Monitoring, Evaluation, and Learning in human rights, labor rights, or social work is desirable.

The Empowerment Program Manager should have:

- Master's Degree in social work, psychology, social sciences, non-profit management, or other relevant field.
- Minimum of 5 years working experience in non-profit organizations working with vulnerable populations with an empowerment approach.
- Demonstrated understanding of labor and social issues in global supply chains, and experience working on social issues including responsible sourcing, anti-trafficking or other related approaches.
- Experience in data management, including use of qualitative and quantitative analysis software and report writing skills
- Ability to handle complex/sensitive issues.
- Flexibility and ability to function in a dynamic work environment, re-adjusting and re-prioritizing tasks when needed.
- Strong interpersonal and communication skills, including sensitivity to and appreciation for diverse viewpoints and different communications styles in a multicultural environment.
- Excellent data and analytical skills, with strong attention to detail.
- Excellent English language level is required, with excellent written and verbal communication skills.

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](mailto:admin@issarainstitute.org). Please note a cover letter specific to motivation and relevance for this position is required for consideration. Only shortlisted candidates will be contacted.