

Capacity Building Manager (Training & IEC)

First line officer – Social & Behavior Change officer

Second line Officer: Social & Behavior Change **Specialist**

Purpose:

The purpose of the Capacity Builder Manager (Training & IEC) for the immunization program is to enhance the capacity of the program's staff and stakeholders by developing and implementing training and communication strategies. The job aims to improve the knowledge and skills of staff and stakeholders on topics such as immunization guidelines, vaccine safety, communication and advocacy strategies, monitoring and evaluation, research methods, data analysis, and program evaluation. Additionally, the job seeks to build a better working environment for the program's staff, promote the importance of immunization, facilitate coordination and collaboration among stakeholders, and contribute to knowledge management. The ultimate goal of the job is to improve the delivery of immunization services and increase immunization coverage to prevent vaccine-preventable diseases.

Role of

Training and Capacity Building:

- Develop training modules for program staff and stakeholders, covering topics such as immunization guidelines, vaccine safety, communication and advocacy strategies, and monitoring and evaluation, developing of IEC material.
- Conduct training needs assessments (TNA) to identify the learning needs and gaps of staff and stakeholders, and use this information to design targeted and effective training programs.
- Design and implement capacity building programs, including training sessions, workshops, and mentoring programs, to enhance the knowledge and skills of staff and stakeholders.
- Assist in the planning of training programs for field teams, including defining learning objectives, developing training materials, and identifying appropriate training methodologies.
- Deliver training sessions for field teams, both in-person and virtually, ensuring that the content is relevant, engaging, and meets the needs of the audience.
- Support capacity building initiatives for field teams, including mentoring and coaching, to ensure that staff are able to effectively deliver immunization services.
- Monitor and report on training activities, including attendance, training evaluation data, and feedback from field teams, to ensure that training activities are meeting the needs of the program.
- Provide technical support to field teams, including troubleshooting issues with immunization service delivery and ensuring that staff are up to date with the latest guidelines and protocols.

Research and Analysis:

- Conduct research and analysis to gather and synthesize information on best practices, emerging trends, and innovations in immunization training and communication, and use this information to inform the development of training materials and strategies.
- Conduct research on best practices, emerging trends, and innovations related to immunization, and use this information to inform program design, policy development, and decision-making.
- Develop research proposals and protocols, and oversee the implementation of research studies, ensuring that research activities comply with ethical and regulatory requirements.
- Collect, analyse and synthesize data from various sources, such as surveys, focus groups, and secondary sources, to inform program planning, implementation, and evaluation.

Advocacy and Communication:

- Train advocacy for immunization: Develop and implement advocacy strategies to promote the importance of immunization and engage key stakeholders, including policymakers, community leaders, and the media.
- Collect frequently asked questions from staff and stakeholders, and develop responses to ensure consistent and accurate information is provided.
- Introduce and promote effective methodologies for training and communication, such as participatory learning, peer-to-peer mentoring, and social marketing.
- Facilitate coordination and collaboration among stakeholders, including partner organizations, government agencies, and community-based organizations, to ensure a comprehensive and integrated approach to immunization training and communication.

Logistics and Coordination:

- Coordinate logistics for training sessions, including booking venues, arranging travel, and ensuring that all necessary equipment and materials are available.
- Collaborate with stakeholders, including other members of the immunization program and partner organizations, to ensure that training programs are coordinated and aligned with program objectives.

Monitoring, Evaluation and Knowledge Management:

- Develop and implement monitoring and evaluation plans to assess the effectiveness and impact of capacity building programs, and make recommendations for improvements.
- Contribute to knowledge management by developing and disseminating research outputs, including reports, policy briefs, and academic publications.
- Contribute to knowledge management by documenting best practices and lessons learned from training activities, and sharing this information with colleagues and partners to promote continuous improvement in immunization service delivery.
- Support training program evaluation by gathering feedback from participants and using this information to make improvements to future training programs.

Qualification

- Master's degree in social sciences, public health, Master's in education, (sixteen-year of education) or a related field.
- At least 5 years of experience in designing and implementing training and capacity building programs for public health programs, preferably in the area of immunization.
- Knowledge of best practices and emerging trends in immunization training and communication.
- Experience in conducting training needs assessments and developing targeted and effective training programs.
- Strong research and analysis skills, including the ability to gather and synthesize information from various sources.
- Excellent communication and interpersonal skills, including the ability to communicate complex technical information to a variety of audiences.
- Experience in building partnerships and facilitating collaboration among stakeholders.
- Knowledge of data analysis and research methods, including experience in conducting research studies and analysing data.
- Proficiency in Microsoft Office, particularly Word, Excel, and PowerPoint.
- Fluency in English, both written and spoken. Fluency in other languages may be an asset depending on the location of the program.

Skills:

- Training and facilitation skills: You should be able to design, develop and deliver effective training programs using appropriate methodologies and techniques. You should also be able to facilitate learning among stakeholders.
- Communication skills: You should possess excellent communication skills, both written and verbal, to effectively convey information to different audiences. You should also be able to develop effective communication strategies to engage stakeholders.
- Analytical skills: You should possess strong analytical skills to gather, synthesize, and analyse data from different sources, including surveys and secondary sources. You should also be able to use the data to make informed decisions.
- Leadership and management skills: You should possess strong leadership and management skills to effectively manage capacity building programs, including overseeing the work of others, coordinating with different stakeholders, and managing budgets and resources.
- Strategic thinking and planning skills: You should possess the ability to think and plan strategically, to develop effective training and communication strategies, and to align these with the overall program goals.
- Interpersonal skills: You should possess strong interpersonal skills to effectively engage and build relationships with different stakeholders, including staff, partners, policymakers, and community leaders.
- Knowledge of immunization programs: You should possess a strong knowledge of immunization programs and related policies, guidelines, and best practices.

- Research skills: You should possess strong research skills to conduct research and analyze data to inform program planning, policy development, and decision-making.
- Cultural competency: You should possess cultural competency skills to work effectively with diverse populations, including understanding cultural differences and adapting your approach to communication and training accordingly.

KPI

- TNA Completion Rate: This KPI measures the percentage of TNA reports completed on time against the total number of reports required. It can help assess the manager's ability to identify training needs and prioritize them effectively.
- Training Completion Rate: This KPI measures the percentage of training programs completed by participants against the total number of programs offered. It can help gauge the effectiveness of the training programs and the manager's ability to ensure completion.
- Participant Feedback: This KPI measures the satisfaction level of the participants with the training programs. It can help assess the quality of the training and the manager's ability to provide effective training programs.
- Training Effectiveness: This KPI measures the effectiveness of the training programs in terms of the impact on the participants' performance. It can help assess the manager's ability to design and deliver effective training programs that meet the identified needs.
- Training Evaluation: This KPI measures the frequency and quality of training evaluations conducted by the manager. It can help assess the manager's ability to measure the effectiveness of the training programs and make necessary improvements.
- Budget Management: This KPI measures the manager's ability to manage the training and IEC budgets effectively, ensuring that expenses are within budget and that the organization gets value for money.
- IEC Campaign Reach: This KPI measures the reach of the IEC campaigns in terms of the number of people reached. It can help assess the effectiveness of the manager in disseminating information and increasing awareness among the target audience.
- IEC Campaign Impact: This KPI measures the impact of the IEC campaigns on the target audience. It can help assess the effectiveness of the manager in changing behaviour and increasing knowledge among the target audience.
- Team Productivity: This KPI measures the productivity of the manager's team in terms of the number of training programs conducted, IEC campaigns executed, and other key deliverables achieved. It can help assess the manager's ability to manage and lead the team effectively.
- Team Development: This KPI measures the manager's ability to develop and mentor team members to enhance their skills and capabilities. It can help ensure that the team is well-equipped to deliver on the organization's objectives.
- Increase in staff and stakeholder knowledge and skills: Measure the increase in knowledge and skills of staff and stakeholders through pre- and post-training assessments and evaluations.

- **Effective communication and advocacy:** Measure the effectiveness of communication and advocacy strategies by engaging the influencers & stakeholders, such as policymakers, community leaders, and the media, and assessing changes in their attitudes and behaviours towards immunization.
- **Successful coordination and collaboration:** Measure the success of coordination and collaboration among stakeholders by tracking the number of partnerships established, the frequency and quality of interactions, and the level of engagement among stakeholders.
- **Timely and effective technical support:** Measure the timeliness and effectiveness of technical support provided to staff and stakeholders by tracking response times, quality of support, and resolution of issues.
- **Successful research and knowledge management:** Measure the success of research and knowledge management activities by tracking the number and quality of research outputs, such as reports, policy briefs, and academic publications, and assessing their impact on program planning and decision-making.