International Rescue Committee
Syria Country Program

Job Description

Job Title: Health Manager
Grade: 7B
Department: Health Program, Syria CP
Location: Raqqa**,** NES

Background/IRC Summary:

The International Rescue Committee (IRC) responds to the world's worst humanitarian crises, helping to restore health, safety, education, economic wellbeing, and power to people devastated by conflict and disaster. Founded in 1933 at the call of Albert Einstein, the IRC is one of the world's largest international humanitarian non-governmental organizations (INGO), at work in more than 40 countries and 29 U.S. cities helping people to survive, reclaim control of their future and strengthen their communities. A force for humanity, IRC employees deliver lasting impact by restoring safety, dignity and hope to millions. If you're a solutions-driven, passionate change-maker, come join us in positively impacting the lives of millions of people worldwide for a better future.

The IRC has operated in Syria since 2012, providing protection, health, economic recovery, and early childhood development programs in Idlib, Aleppo, Ar-Raqqa, Hassakeh, and Deir ez-Zor, with new programs expanding into Hama, rural Damascus, and Homs. With a team of over 350 members, the IRC has established trust and strong community relationships, ensuring access and effective service delivery.

Our longstanding experience in the country to date provides a strong foundation for the IRC to further adapt and expand its programming across Syria, in order to respond to the new realities, with a greater focus on resilience and recovery initiatives. Alongside this, the IRC also It plays a significant role in Syria's NGO, donor, and coordination forums, holding key positions and actively engaging in advocacy efforts.

Job Overview/Summary:

The Health Manager is responsible for supporting the efficiency of Health services provision across the Ar-Raqqa, Hassakeh, and Deir ez-Zor governorates of Syria, in accordance with national and international standards. The Health Manager will identify gaps in the health services and advise on necessary steps to address those gaps. He or she will provide technical oversight and training to field-based health staff in the area of primary and secondary health services, with support from the Health Coordinator and technical senior health managers. The Health Manager will ensure timely implementation of program deliverables, tracking and updating on performance indicators, and ensuring sound financial and logistical oversight for health services activities. He or she will be responsible for oversight of health data recording and regular reporting. This position reports to the Health Coordinator.

Major Responsibilities:

Program Management

- Oversee the implementation and expansion of health services in HSK, Raqqa, and Deir ez-Zor governorates (MMUs and static clinics), ensuring that program goals and objectives are met.
- Identify opportunities for program expansion: Implement action plans for health services scale-up, considering the extent of needs and gaps, and IRC's internal capacity to respond.
- Participate in rapid needs assessments with other IRC sectors and external agencies as required.

- Develop, recommend, and implement strategies to maximize utilization of Health Services in areas of implementation.
- Ensure that the health services sub-component is implemented in accordance with health sector objectives and goals, and in accordance with IRC programming principles.
- Conduct regular monitoring and supervision visits, in agreement with the Health Coordinator and Senior Programs Coordinator.
- Oversee implementation of basic emergency obstetric care in supported facilities and ensure adherence to international protocols and guidelines.
- Track budgets, procurement plans, and work plans to ensure proper personnel, facilities, and supplies are available to meet grant deliverables.
- Review and update internal program tracking tools for health services interventions, in coordination with Grants, Finance, and Supply Chain teams.
- Support the establishment of high-quality pharmaceutical warehouse management systems, monitoring, and follow-up of all pharmaceutical supplies and drugs in IRC and partner health facilities.
- Work closely with the supply chain department to ensure medical commodities storage, distribution, and dispensation systems function and adhere to quality control standards.
- Work closely with the pharmaceutical Management Officer to monitor pharmaceutical consumption at MMUs and static facilities and ensure a rational prescription and dispensing approach is followed.
- Work closely with the M&E department to support the patient satisfaction survey process, in addition to supporting spot check visits.
- Work with the community health care and nutrition focal points to ensure health care services meet community needs and adopt an integrated community approach, including monitoring of the supported nutrition activities.
- Provide regular reports on program implementation progress and challenges and site visit reports to the health coordinator.
- Ensure Progress reports and project work plans are timely prepared, and practical technical assistance is provided to the partners.
- Ensure the capacities of partners and the IRC health officers/staff are empowered through effective capacity building activities in the development, implementation, and management of the Health Program.
- Ensure effective communication, networking, and collaboration are achieved with IRC implementing and external partners.
- Ensure partners' progress reports and project work plans are timely prepared, and practical technical assistance is provided to the partners.
- Routinely check in with health partners, provide technical support and partnership monitoring (weekly)
- As needed support with PEERS requirements, partnership mapping, as well as work collaboratively with the Syria partnership team
- Directly supervise and onboard newly hired Health Officers/senior officers.
- Review the IRC's partner and direct-led program implementation, ensuring technical aspects are followed based on the WHO guidelines, IRC, and Sphere standards.
- Build stronger relationships with partner organizations to facilitate strong collaboration and provide capacity building based on the assessment.
- Follow up with the field and partners' team to ensure health guidance is appropriately implemented and monitored.
- Collaborate with the Health Officers, the Community Health focal point, the Pharmacy Manager, and the Senior MHPSS Officer to ensure one IRC approach is followed for the health implementation.
- Work in close collaboration with field management teams and other sector departments to ensure proper coordination and implementation of integrated approaches; attend regular site-specific field coordination meetings; provide regular reports as they relate to health activities.
- Conduct and oversee needs assessment for health activities to plan and add health activities in the field.
- Identify, strengthen, and promote partnerships, dialogue, and exchanges.

Staff Performance Management, Learning & Development:

- Hire, supervise, and build the capacity of team members in relevant technical and management competencies.
- Develop and implement remote management capacity-building approaches to build the strengths of the teams in Syria.
- Coach, train, supervise, and mentor direct-report staff, including communicating clear expectations, setting annual performance objectives, providing regular and timely positive and constructive performance feedback, and providing documented semi-annual performance reviews.
- Maintain open and professional relations with team members, promote a strong team spirit and provide oversight and guidance to enable staff to successfully perform in their positions.
- Approve and manage time, attendance and leave requests to ensure adequate departmental coverage; ensure monthly, accurate timesheet submission and carry out probationary reviews.
- Hold high-quality meetings with each direct report on a regular and predictable basis, minimally monthly.
- Provide a measurable development plan including on-the-job learning with the aim of strengthening technical capacity, exchanging knowledge within the team and providing guidance on career paths.
- As required, identify staff performance issues and work with Human Resources to document and address these in accordance with the National Staff Employment Policies.
- Maintain open and professional relations with team members, promote a strong team spirit and provide oversight and guidance to enable staff to successfully perform in their positions.
- Promote and monitor staff care and well-being. Model healthy work-life balance practices. Support appropriate interventions in response to identified staff care needs of both national and international staff.
- Look for opportunities to support staff in their career growth, where appropriate.
- Adhere to and act in accordance with the IRC Global HR Policies and Procedures and communicate through word and example a high standard of compliance with all applicable policies and regulations.
- Conduct regular reflection or program review meetings with field-based staff to assess the level of achievement and draw on learning and data trends (including client feedback) to further inform
- program design and management decisions.

Grant implementation and Budget management

- Participate in the development, monitoring, and implementation of health budgets and activities, in alignment with agreed and/or contractual timelines.
- Provide directions and monitor staff in their implementation of work plans and ensure adherence with grant guidelines.
- Ensure that the project interventions are implemented according to internal IRC and donor regulations, with an overall review by the Health Coordinator
- Participate in grant opening, midterm review, and grant closing meetings for all health grants and ensure that the same process is implemented in the field
- Write and submit quality monthly/quarterly reports with inputs from the field-based health teams and partners.
- Support partners' staff in the use of grant management tools such as the budget tracking tools, activity progress monitoring tools, procurement, spending plans, etc.
- Conduct monthly BVA reviews and make appropriate recommendations to the finance and logistics staff as well as the partners.
- Ensure that assigned budgets of the implementing partners are spent according to plan and as per contractual agreements and donor expectations.

Reporting:

- Maintain effective and efficient oversight, support, quality control, and reporting systems and processes.
- Work with the HIS officer to prepare a weekly HIS report for the health coordinator, other internal actors, and external stakeholders as required.
- Work with the HIS officer to provide weekly beneficiary counts and analysis of health cases, to determine epidemiological trends.
- Participate in drafting timely, analytical, and accurate internal and donor reports.
- Ensure regular field monitoring and recommend modifications of the health program approach as required.
- Participate in writing internal and donor reports as per set schedules (monthly, quarterly, and annually) on grant activities, indicators, and achievements that are produced in quality.
- Development/ maintenance of effective and efficient oversight, support, quality control, and reporting systems and processes.

Representation & Coordination

- Develop and maintain effective working relationships with external stakeholders - including I/NGOs, UN agencies, Local Organizations, community-based organizations/leaders, and other IRC sectors to enhance cooperation and coordination.
- Ensure presence in coordination meetings in the absence of the Health Coordinator and ensure relevant coordination-related data is shared with the WoS Health Cluster.
- Participate in interagency health working groups or committees as required.

Partner Management

- Support the identification of local health implementing partners when necessary and oversight of the IRC – partner relations. Participate in the establishment of new relations with local partners and assist development and review of partnership agreements and relations.
- Assist in regular performance monitoring of partners to achieve the project's set objectives; provide technical support and guidance.
- Ensure regular capacity building plans and implement activities for partner organizations.
- Support coordination with health partners to ensure effective coverage of health needs and avoid deconfliction and overlap in program intervention.

Program Quality Assurance:

- Monitor direct and partner's program implementation against work plans and overall project objectives, documenting progress and achievements.
- Conduct regular project review meetings incorporating both qualitative and quantitative data, with partners, to assess the level of achievement of project targets for the assigned partners and direct support facilities.
- Collaborate with the MEAL unit to develop detailed log frames and work plans and update the quality assurance tools in line with the program objectives.

Job Requirements:

Education:

- Medical Doctor or other relevant health background.
- A master's in public health is an advantage.

Work Experience:

- 6 years of experience in a humanitarian organization with a minimum of 2 years at a managerial level, preferably in a similar context.
- Excellent organizational and program management experience, including with staff and implementation workplans, budget management, and monitoring and evaluation.
- Experience in implementing systems and standards to enhance program quality.
- Experience writing and coordinating high-value proposals for major donors.
- Experience with situation analysis and health assessments.
- Experience in capacity building and mentoring staff.
- Experience in pharmacy management.
- Excellent computer skills: MS Word, Excel, PowerPoint, Outlook, and the internet.

Demonstrated Skills and Competencies:

- A commitment to IRC's mission, vision, values, and IRC Way – Professional Code of Conduct.
- Credible written, presentation, and verbal communication skills; ability to convey information effectively and solid experience providing training and staff development.
- Validated sense of professional discretion, integrity, and ability to handle complex situations diplomatically and to achieve effective resolution.
- Excellent management and interpersonal skills and a solid ability to promote harmonious/cohesive teamwork, in a cross-cultural context.
- Validated ability to plan long-term, organize priorities, and work under administrative and programmatic pressures with detail orientation and professional patience.
- Highly collaborative and resourceful; ability to establish positive working relationships with senior-level management and all other partners to maximize cooperation and productivity.
- Curiosity, a desire to continually learn and develop, and a sense of humor are a must.
- Analytical ability in creating effective solutions to complex matters while adhering to labor laws and internal policies.

Language/Travel:

- Travel: 60% to field sites in **NES,** as well as attending regional and global workshops and meetings.
- Proficiency in English language is essential and Arabic is Required.

Key Working Relationships:

Position Reports to: Health Coordinator.
Position directly supervises: Senior MHPSS Officer, Senior RH Officer, HIS Officer, Health Officer, and Health Admin Officers.
Indirect Reporting (If applicable): N/A

Key Internal Contacts: Health Coordinator, Technical Senior Health managers, Pharma Manager, Partnership Unit, Field Management, Protection Department, Humanitarian Access Managers, Health Field staff, and Technical Advisors.
Key External Contacts: Health authorities and Partners counterparts.

How to apply:
Interested candidate can apply to this link: Health Manager / Al Raqqa – Fill out form before 18th Mar 2026.

Professional Standards: IRC staff must adhere to the values and principles outlined in IRC Way – Global Standards for Professional Conduct. These are Integrity, Service, Accountability and Equality. In accordance with these values, IRC operates and carries out policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti-Workplace Harassment, Respect at Work Fiscal Integrity, and Anti-Retaliation.

Accountability to Clients: IRC staff must adhere to the commitment of contributing to the sustainability and development of its (CR) Client Responsiveness Mechanisms, preserving the culture of prioritizing the needs of our clients and affected communities by systematically listening to their perspectives and using their feedback to make programmatic decisions and give them greater influence over program design and delivery.

Gender Equality: IRC is committed to narrowing the gender gap in leadership positions. We offer benefits that provide an enabling environment for women to participate in our workforce including parental leave, gender-sensitive security protocols and other supportive benefits and allowances.

Diversity and Inclusion: At IRC MENA, we are passionate about creating an inclusive workplace that promotes and values diversity. Organizations that are diverse in age, gender identity, race, sexual orientation, physical or mental ability, ethnicity, nationality, and perspective are validated to be better organizations. More importantly, creating a safe workspace environment where everyone, from any background, can do their best is the right thing to do. So, bring your whole self to work.

IRC is committed to creating a diverse, inclusive, respectful and safe work environment where all people are treated fairly, with dignity and respect. In keeping with our core values of Integrity, Service, Accountability and Equality, IRC strives to maintain a work environment built on mutual respect in which all individuals treat each other professionally, and free of bias, prejudice, and harassment. IRC expressly prohibits and will not tolerate discrimination, harassment, retaliation, or bullying of IRC Persons in any work setting. All IRC staff, wherever they are located, are accountable for creating an environment free of discrimination, harassment, bullying, and retaliation.

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