

LIFELINE / CHILDLINE NAMIBIA
JOB and PERSON SPECIFICATION

Job Title:	Uitani Coordinator
Position status:	Full Time
Position supervisor:	Programme Manager: Counselling
Job incumbent reports to:	Programme Manager: Counselling
Reporting to this position:	Radio Producer, Child Presenters, Adult Volunteers, Interns
Job purpose:	
To effectively and efficiently Coordinate Uitani ChildLine Radio, quality assurance of programmes, establish effective communication between the different staff, Uphold and ensure that we operate with guidelines from the LifeLine/ChildLine Namibia's strategic intent and the Child Participation Framework (under development).	
Qualification:	
❖ Relevant Qualification in media production (radio) and journalism	
Experience:	
❖ At least 3 years' experience in all aspects of media (specifically radio production)	
❖ Proven experience and demonstrated passion for working with children, teenagers and families	
❖ A proven interest in the rights of children and in child participation	
❖ Project management experience including proposal writing and report writing	
❖ Experience in facilitation	
❖ Experience in providing media training	
Skills/Abilities/Aptitudes Requirements:	
❖ Excellent written and verbal communication skills in English.	
❖ Proficiency in other Namibian languages an advantage	
❖ Excellent interpersonal skills	
❖ Excellent listening skills	
❖ Impeccable journalistic ethics	
❖ Basic knowledge of the Namibian broadcasting sector	
❖ Good knowledge and understanding of social issues addressed by LifeLine/ChildLine Namibia	
❖ An empathetic understanding of children's perceptions of social issues	
❖ Marketing and presentation skills	
❖ Ability to develop journalism and radio production skills in others, especially children	
❖ Proven skills in facilitating activities with and for children, individually and in groups	
❖ Capacity to work under pressure, ability to supervise, encourage and motivate others	
❖ Excellent planning skills	
❖ Ability to record and edit radio programmes and public service announcement material at a high-quality level and to oversee others doing the same	
❖ Problem solving and negotiating skills	
❖ Excellent computer skills: Windows XP Microsoft Office (Word, Excel, PowerPoint Publisher, Internet and E-mail use) as well as radio editing software (Adobe Audition)	

- ❖ Aptitude to work independently
- ❖ Knowledge of, or willingness to undergo training in the LifeLine/ChildLine programme areas
- ❖ Willingness and ability to travel
- ❖ Work effectively with clients, service providers and stakeholders of the organization
- ❖ Willingness to take other responsibilities
- ❖ Willingness to work long hours from time to time
- ❖ Valid code 08 driver's license and excellent driving skills
- ❖ Ability to do in-depth research concerning relevant topics
- ❖ Good time management skills to meet the deadlines
- ❖ Ability and knowledge to develop promotional materials and handle general PR matters

Tasks and Responsibilities:

Operations

- ❖ Adhering to broadcast standards and complying with broadcast laws and regulations
- ❖ Maintaining accurate records, regularly preparing, and communicating reports.
- ❖ Overseeing day-to-day operations, including safety and security, and space allocation/utilization.
- ❖ Actively participating in defining short and long-term goals, policies, and procedures; monitoring all activity to identify necessary changes.
- ❖ Maintaining diverse children presenter/volunteers, adhering to Uitani Radio's mission; delivering key messages that are child and youth friendly.
- ❖ Resolving the presenters concerns and queries.
- ❖ Coordinating presenters/volunteer programs.
- ❖ Providing support to the manager.
- ❖ Supervise and coordinate the schedules.
- ❖ Recruiting and training, evaluating presenters, as well as providing communication between departments and other human resource functions.
- ❖ Track purchases, cash flow, prepare budgets and maintain accountability.
- ❖ Participate in fund-raising events and grant proposal writing.
- ❖ Advertising for visibility
- ❖ Follow and understand industry trends.
- ❖ Participates in the establishment, organization, and implementation of short- and long-range goals, objectives, policies, and operating procedures; monitors and evaluate program effectiveness and effects changes required for improvement.
- ❖ Coordinates workshops, special projects, and events; may serve on unit committees and task forces.

- ❖ Develops and implements systems to maintain records on operations, volunteers, equipment, and compliance activities.
- ❖ Performs miscellaneous job-related duties as assigned.
- ❖ Be alert and available to deal with emotional and protection issues amongst participating children and discuss any concerns with your superior or Social Worker or a trained counsellor.
- ❖ always Maintain the safety of participating children, in line with LifeLine/ChildLine's Child Protection Policy
- ❖ Supervise, give feedback encourage and train participating children and volunteers to perform their duties to the best of their abilities, in an ethical manner and in the best interests of their listeners.
- ❖ Elicit the support and engagement of parents of participating children wherever possible.
- ❖ Evaluate and appraise all radio presenters' reporters and volunteers in consultancy with the Uitani Radio Coordinator and supervisors.
- ❖ Hold regular meetings with supervisors to discuss management and work progress as they arise.

People Management

- ❖ Maintain a stimulating and enjoyable working environment for children which also encourages productivity and ethics.
- ❖ Be alert and available to deal with emotional and protection issues amongst participating children and discuss any concerns with your superior or a trained counsellor
- ❖ Maintain the safety of participating children, in line with LifeLine/ChildLine Namibia's Child Protection Policy
- ❖ Supervise, give feedback, encourage and train participating children and volunteers to perform their duties to the best of their abilities, in an ethical manner and in the best interests of their listeners
- ❖ Elicit the support and engagement of parents of participating children wherever possible
- ❖ Evaluate and appraise all radio presenters' reporters and volunteers in consultancy with the Uitani Radio Coordinator and supervisors.
- ❖ Hold regular meetings with supervisors to discuss management and work progress as they arise.
- ❖ Ensure that Employment Conditions and Procedures are being adhered to

Quality Control

- ❖ Ensure that children are involved in all aspects of Uitani ChildLine radio, according to the child participation framework
- ❖ Ensure that information going out on air is accurate and will not mislead or cause harm to the listener
- ❖ Develop and utilise effective listener participation and feedback channels to ensure responsiveness and relevance
- ❖ Ensure that the quality of Uitani Childline Radio is in accordance with the philosophy, values and standards of the organization

General Tasks

- ❖ Prepare and produce public service announcements and promotional material for Uitani ChildLine radio and donors as required/requested
- ❖ Report Writing
- ❖ Develop and script
- ❖ Create timelines for all projects
- ❖ Communicate with partners
- ❖ Apply and research Broadcast Radio licence
- ❖ Attend department and other staff meetings as required/requested
- ❖ At all times represent the organization in a professional and ethical manner.
- ❖ Consult with supervisors on matters which involve LL/CL's name

Performance criteria/ measurement

- ❖ Happy and productive participating children, who report feeling heard and involved
- ❖ Radio shows produced which are in line with LL/CL's overall areas of interest and concern
- ❖ Participating children listen to and are proud of Uitani ChildLine Radio
- ❖ Listeners participate and give constructive feedback
- ❖ Radio stations are happy with the product and timeliness of delivery
- ❖ Participating children report having opportunities to grow and learn

Behavioural competencies:

❖ Quantity:

- **Volume:** quantifiable results achieved
- **Utilization of time:** utilizes time efficiently and effectively
- **Planning and organization of work:** work is well planned; the right priorities are made, and deadlines are met
- **Workplace:** works energetically

❖ Quality:

- **Job knowledge:** is well informed on all essentials of the job, seeks pro actively for relevant information, makes realistic activity plan including self, radio volunteers and resources
- **Flexibility:** quickly adapts to new tasks or changing conditions
- **Resourcefulness:** find answers and solutions to problems independently, but where necessary asks for advice
- **Judgment:** considers various viewpoints and consequences in decision making
- **Problem solving:** identifies problems at an early stage, gathers relevant information and develops solutions in consultation with the Production Assistant and others
- **Oral communication:** listens carefully, speaks, clearly and convincingly, also in meetings and in front of groups
- **Written communication:** writes clearly, understandably, to the point and without mistakes. Varies the style to the needs of the reader. Presents numerical data effectively
- **Teamwork:** ensures a positive work environment and team spirit through consultation and openness to input and feedback from others

- **Sensitivity:** ability to recognize and respond appropriately to the emotions of self and others.
- **Creativity:** uses imagination and insight creatively in developing new ideas, outcomes, concepts and ways of doing or going about things or in working out new solutions for old problems

❖ **General Conduct:**

- **Work attitude:** shows interest in and pride of the job and the organization
- **Cooperation:** helps and supports others
- **Response to criticism and suggestions:** welcomes and responds positively to feed back of participating children, colleagues, superiors and customers
- **Attendance:** is always on time and rarely absent