Pacific Disability Forum

Position Description

Vacancy Title: Program Officer - Programs & Member Services
Location:
Reports To: None

Objective

PDF programmes and member services were delivered through coordinated activities, responsive member support and strengthened capacity of Organisations of Persons with Disabilities (OPDs). Programme progress, expenditure and risks were monitored. Accurate records, outcome evidence and reports were maintained to support inclusive delivery, accountability and achievement of approved annual workplans and Performance Management System (PMS) measures.

Outcomes

Organisational Stakeholders

1. Programme activities and agreed outputs were delivered within approved workplans and budgets.

- Programme requirements were translated into activity plans, schedules, resource requirements and agreed responsibilities.
- Programme activities were coordinated with member OPDs, relevant PDF officers and delivery partners.
- Workshops, consultations, meetings and related travel arrangements were organised, with accessibility and reasonable accommodation requirements addressed.
- Activity progress was tracked against approved outputs, milestones and completion dates.
- Delivery issues were addressed within delegated authority, and matters requiring management decisions were escalated promptly.

2. OPD capacity and access to member services were strengthened.

- Member support and capacity development needs were identified through consultation with OPDs and review of programme information.
- Training, mentoring, peer learning and other approved capacity development activities were coordinated against identified needs.
- Practical guidance, accessible resources and follow-up support were provided within the approved scope of member services.
- Member enquiries and service requests were recorded, addressed or referred to the responsible officer within agreed timeframes.
- Changes in member capability and application of learning were documented through participant feedback, follow-up discussions and evidence of completed actions.

3. Member participation and stakeholder coordination were strengthened.

- Regular communication with member OPDs and programme stakeholders was maintained throughout activity planning and delivery.
- Programme information, participation requirements and agreed actions were communicated in accessible formats.
- Participation of women, young people and persons with diverse disabilities was supported through inclusive consultation and delivery arrangements.
- Member feedback and lived experiences were documented and reflected in programme recommendations and service improvements.
- Stakeholder commitments, meeting decisions and follow-up actions were recorded and progressed with the responsible parties.

4. Programme performance, expenditure and risks were monitored and addressed.

- Progress against approved annual workplans, programme indicators and relevant PMS measures was monitored and documented.
- Activity expenditure and financial commitments were checked against approved budgets in consultation with the responsible finance officer.
- Delivery delays, budget variances and emerging operational risks were identified and reported with recommended corrective actions.
- Agreed corrective and risk mitigation actions were followed up, and their status was reported to the reporting manager.
- Financial, safeguarding, reputational and compliance concerns were escalated through approved reporting channels.

5. Accurate records, outcome evidence and reports supported programme accountability.

- Programme files, attendance records, activity documents and stakeholder correspondence were maintained using approved filing arrangements.
- Participation data, feedback and evidence of programme outputs and outcomes were collected using approved tools and consent procedures.
- Information was checked for accuracy, completeness and consistency before inclusion in reports.
- Progress reports, activity reports and contributions to management and donor reports were submitted within agreed deadlines.
- Achievements, lessons and recommended improvements were documented against programme commitments, annual workplans and relevant PMS measures.
- Confidential information was protected, and records were made accessible to authorised officers.

6. Inclusive, compliant and accountable programme delivery was maintained.

- Safeguarding, accessibility, gender equality and inclusion requirements were incorporated into programme activities and member services.
- Participants were informed of relevant complaints and safeguarding reporting arrangements in accessible formats.
- Procurement, expenditure and administrative processes were completed in accordance with approved policies, donor conditions and delegated authority.
- Recommendations and operational decisions were aligned with approved organisational priorities, budgets and workplans.
- Proposed contracts, partnerships, policy commitments and expenditure requiring higher approval were referred to the authorised officer before commitments were made.
- Programme lessons and agreed improvements were incorporated into subsequent planning and delivery.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Other	Others	Relevant qualification or equivalent demonstrated experience in programs & member services and the technical requirements of the role.

Work Knowledge and Experience

Relevant qualification or equivalent demonstrated experience in programs & member services and the technical requirements of the role.

Demonstrated experience planning, delivering and reporting work with multiple stakeholders.

Understanding of the CRPD, disability rights, accessibility, safeguarding and Pacific regional context.

Strong written reporting, digital literacy, information management and professional judgement.

For supervisory or specialist roles, demonstrated technical leadership and management of delivery risks.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Senior Management Team	
	Chief Executive Officer	
	Monitoring, Evaluation and Learning personnel	
External		
	Organisations of Persons with Disabilities (OPDs)	
	Donor Agencies	
	Consultants	

Attributes

Behavioural Styles	
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Interpersonal Styles	
Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Challenger	Queries, tests information/beliefs and provokes thought.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.

How To Apply

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Contact for Enquiries

Contact Name: Elizabeth Cama

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Further Contact Information: --

Closing Date: 29 Nov 2026