



Job Opportunity

Director of Program Design

Type	Salaried, Full-time
Supervisor	Senior Director, Program Development
Location	Remote — candidates must be able to be legally employed through a Living Water entity in Guatemala, Haiti, Honduras, Kenya, Liberia, Mexico, Nicaragua, Rwanda, Sierra Leone, Uganda, the United States, or Zambia.

JOB PURPOSE

We are looking for a thought-leader in program design to join our global Program Development team to help drive and support program impact. This person will have the unique opportunity to shape the design methods and mindsets of Living Water’s WASH programs in 17 countries. This includes designs for new areas emerging from our three-year strategy, Overflow 25, including: environmental stewardship, a greater emphasis on inclusion and ‘reaching all’, systems strengthening within a program area, and WASH-related disaster responses.

The Director of Program Design will be joining a lean, multi-disciplinary, and global team that is focused on leading Living Water’s efforts to achieve more holistic, sustainable impact for those lacking basic WASH services. This team drives programmatic contributions toward our strategy, with a primary focus on two mandates:

1. Help the organization achieve our winning aspiration by "**innovating** holistic, sustainable WASH programs”
2. Drive efforts so that we achieve Strategic Objective 2: 1 million people served through holistic WASH programs by FY25.

The Director of Program Design will lead efforts to develop frameworks and tools to support our country offices in designing WASH Program Areas and in designing community-level WASH solutions. You will champion human-centered design, working to democratize design thinking for use by all country offices. Under the leadership of the Senior Director, you will collaborate closely with our Director of Monitoring, Evaluation & Learning and our Director of Grants Management to ensure the overall objectives of the Program Development team are met.

Success in this role will mean:

1. Our country office staff are equipped to design effective and creative solutions at a program and community level
2. Our global program policies, guides, and frameworks are relevant, useful, and up-to-date as it relates to program design
3. Our partnership development and fundraising efforts are enhanced through thoughtful and innovative program design

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:

- Honor God
- Develop People
- Pursue Excellence
- Be Good Stewards

KEY TASKS AND RESPONSIBILITIES

1. Design, test, and launch new program offerings using entrepreneurial methods.

- Curate and screen program improvement ideas (through various sources) to determine what can be implemented at scale through regional service and country office teams and what needs to be designed and tested prior to scaling
- Ensure existing and new program offerings are evidence-based and in alignment with the organization's Theory of Change
- Build multi-disciplinary, cross-functional teams to design and test new program offerings using human-centered design approaches
- Build capacity with country office teams for designing, testing, and launching new solutions

2. Provide program design quality support.

- Provide technical assistance and surge capacity in program design to country offices
- Support and participate in WPA design processes (3 per year, on average)
- Identify roadblocks to effective program designs and provide proposed solutions to programmatic leaders
- Lead efforts to update global program policy, guides, and frameworks in areas related to program design:
 - WPA Guides
 - Quality Standards

3. Support and elevate the work of Technical Working Groups (TWGs).

- Support the three programmatic TWGs (water services, sanitation & hygiene, and church & community mobilization) led by regional program advisors
- Ensure TWG leads are equipped to effectively advance program design issues globally
- Ensure the work of the TWGs intersects with global program improvement efforts
- Promote and elevate the work of the TWGs and work to find ways to scale ideas emerging from the groups

4. Advance the capability for human-centered design with country office staff.

- Develop necessary toolkits, frameworks, and training materials
- Lead and coach groups working to become certified in human-centered design
- Work with regional leadership and HR to develop training and capacity building approaches related to human-centered design
- Participate in a soon-to-be-formed cross-functional “Design Team” to coordinate global program design efforts
- Coach and support country office staff on program design decisions at a community or intervention level (e.g., making water technology choices, designing market-based sanitation solutions)
- Apply design thinking and WASH program knowledge in enterprise level strategic initiatives as needed

5. Support fundraising and partnership development efforts.

- Support the program design elements of grant proposals
- Lead or participate in co-design processes with partners
- Identify and develop relationships with potential partners that will help lead to innovative program design

EDUCATION / EXPERIENCE / SKILLS

On the first day, we'll expect you to have:

- Master's degree in relevant field (e.g. economics, econometrics, international development, public health, behavioral sciences, or equivalent)
- 5 years of experience working in international development programs with a strong sense of best practice grounded in Christian theology
- Knowledge of the technical, social, and/or public health aspects of WASH
- Experience writing crisp and evidence-based program design and policy documents
- Proven success designing, testing, and scaling solutions for people living in low-income countries
- Strong knowledge of and applied experience with human-centered design methodologies
- The mindsets of design thinking
- Proficiency in design tools that can be helpful in virtual settings, such as Miro
- The ability to communicate clearly and persuasively in writing
- Demonstrated ability to deliver training and facilitate participatory design workshops in intercultural contexts
- A growing understanding of how to work and lead in intercultural settings
- Ability and willingness to travel internationally (est. 25% travel) as the Program Development team will be placing increasing emphasis on “being proximate” to those we're designing solutions with
- Demonstrated proficiency in English, both oral and written

It's great, but not required, if you have:

- Experience with inclusion, disaster response, and/or environmental stewardship
- Understanding of existing project/ program management for development tools (e.g., PMD Pro)
- Experience living and working in a low-income country
- Proficiency in another language used in one of Living Water's country offices (e.g. Spanish, French)
- Strong sense of data intelligence and ability to perform data analytics / statistical analysis

More about Living Water

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water and to experience “living water”—the gospel of Jesus Christ—which alone satisfies the deepest thirst. We mobilize churches and communities through water access, sanitation, and hygiene (WASH) interventions to increase the physical, spiritual, and social wellbeing of the most vulnerable in communities around the world. With over 300 global staff, we currently work in 17 countries and have provided access to safe water to nearly 7 million people.

We Offer

- Generous PTO, Vacation, and Holidays
- Retirement/403(b) with match
- Medical, Vision and Dental benefits
- Group Life, STD, LTD and AD&D (Employer paid)
- Opportunities for professional development
- Spiritual care and formation program
- Tuition reimbursement program
- Employee assistance program