

Job Framework:

Director – Outreach, Public Sector



General Role Information	
Job Title:	Director – Outreach, Public Sector, health strengthening (pillar1)
Reporting to:	VP Technical Services Director
Salary Band:	BG12
Notice period:	3months
Career Band:	
Budget Responsibility?	Yes
Direct Reports?	No – indirect leadership of x-functional team.
Client facing role?	No

Introduction

MSI Reproductive Choices is one of the world’s leading providers of sexual and reproductive healthcare.

We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all. Today, our organisation has over 9,000 team members working in 36 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial, and results-driven, and are passionate about delivering high quality, client-centred care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last so that the women and girls we serve today will have a choice in the future too.

In the countries where MSI operates, 500 million people currently use family planning. MSI has implemented approaches in these environments that have delivered contraceptive market growth by reaching the most vulnerable and shifting community sexual and reproductive health (SRH) norms. In 2023 we estimate that in the countries where MSI operates, more than 20% of the total demand for contraception was satisfied by services supported by MSI, contributing to increase in maternal contraceptive prevalence rate (mCPR).

There are around 121 million unintended pregnancies each year, with around 73 million, (61%), ending in abortion, irrespective of country income level or the legal status of abortion. An estimated 35 million abortions or 45% each year are unsafe, contributing to 5-13% of maternal mortality. Since 2000, we have provided 50 million women and girls with safe abortion services. And in some countries, MSI provides more than 50% of all safe abortions that take place.

We know that access to reproductive choice and safe abortion is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.

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Specifically for this role:

MSI provides services via our Outreach, Public Sector Strengthening and MSIadies channels to underserved and marginalised communities. In MSI we call these “Pillar1, Leave no-one behind channels”. These channels are the core of our high impact delivery (high impact clients, adolescents, those living in poverty; and for sub-national mCPR shifts, and increases in Log Acting and Permanent methods. Our MSI 2030 Strategy challenges us to accelerate our service delivery, for both contraception and safe abortion, to those at most risk for an unsafe abortion and those with the least ability to access the contraceptive method of their choice or safe abortion.

This Role

Director of Outreach, Public Sector and Health System Strengthening to lead MSI strategy, design and development of best practices on how we deliver services through our pillar1 channels, strengthen health systems and lead on external partnership and engagement on “Leaving No-One Behind”. This role has a high equity focus.

The Director is a member of the Senior Leadership Team of MSI and is a member of the Technical Services Team. This role reports to the VP & Director of the Technical Services Department. There is a high level of interaction with MSI’s Executive Team, Regional Directors, Fundraising team. It is a full-time role, based out of London or core countries where MSI has an operating entity, with possibility of remote work for exceptional candidates. This role will require extensive travel to MSI Country Programmes in Africa and Asia, London, Europe and USA to ensure that we are in the right places, at the right time, among the right people to further our mission.

Measures of success: best practices, identified opportunities and external engagement that supports:

1. Equity: Youth reach% of clients under 24; poverty reach % ensuring that the proportion of MSI clients served meets or exceeds the national levels through pillar 1 channels
2. Scale: Clients reached, CYPs (Couple Year Protection); Safe abortion/PAC services delivered through Pillar 1 channels;
3. Quality and impact: Expand long-acting and permanent methods of contraception (LAPMs) and/or safe abortion/post-abortion care to MSI-supported public sector sites
4. Sustainability: number of public sector sites transitioning to public ownership
5. Reputation: collaborating and innovating with donors and thought leaders, to shape the sector and influencing policy and access

Key Responsibilities

1. **Accountable for development pillar 1 operational best practices (20%).** This role is accountable for generating Pillar 1 operational best practices, (known as MSI’s success model) by ensuring that all best practices are collected and collated through leadership of MSI cross functional team (comprised of Operations, Clinical, Insight, Marketing and other internal & external experts). The strategies and tactics are effectively communicated to Regional teams to enable country programmes to help develop their own relevant strategies, business plans for increasing access through pillar 1 channels.

- 2. Accountable for developing MSI overarching “Leave no-one behind” strategy and leading testing of new models of service delivery to identify growth and impact opportunities, market gaps and designing future innovations on pillar 1, (20%).**
 - Translating MSI’s rich client, performance data, combined with external data and up-to-date expertise in the field of SRHR trends/best practices to support the COO and VP of Technical Services to create and maintain a strategy for where and how MSI can best deliver on our Leave No-One behind goals.
 - Providing “Insight reports” to the Executive Team on internal and external strategic implications to help increase the overall ROI of our dedicated pillar 1 funding, deliver mCPR growth; reach adolescents, and other communities who may struggle to access women’s health services through the traditional health systems
 - Develop Investment cases for our top 2-3 country programmes that we will invest as our flagships for priority investment and fundraising (working in close collaboration with COO, country teams and other TSD colleagues).
 - Act as the pillar 1 public health system sector strengthening expert for MSI providing insights on how best to deliver health system improvements.
 - Lead development of new initiatives in close collaboration with Operations teams (eg. test new data systems, pilot new models).

- 3. External voice for MSI on Pillar 1 to contribute to sector learning, build MSI reputation and contribute to fundraising (40%),**
 - Lead the development of annual MSI Flagship “Leave No-One Behind” report to kick off fundraising drives and development and production of external case studies
 - Lead on MSI’s “Theory of Change” for pillar 1
 - Publish articles, presenting at conferences, and engaging in high-level discussions about reaching most at need, championing MSI pillar 1 approaches and policies (working in collaboration with MSI team members from countries and evidence and insight teams).
 - Represent MSI in meetings with current and potential donors, other donor funded consortia, and global, regional, and country partners, as required, providing insight and expertise on safe abortion programming, advocacy to contribute to evidence building for the sector

- 4. Support fundraising teams with proposal design (20%),** contributing principles and best practices and new design thinking on innovations, providing deep and wide external and internal perspectives.

Key Skills

To perform this role, it is **essential** that you have the following skills:

Technical expertise:

- **Good knowledge of health system strengthening and how to measure success** in terms of different frameworks (eg WHO, UHC2030 HSS etc.) and how they improve overall system

performance. Very good understanding of how SRHR service delivery works through, and with, the public sector.

- **Good knowledge of how remote SRHR service delivery operates.** Training and capacity building, logistics and planning, co-ordination with local leaders/health facilities, scheduling/route planning; community engagement, etc.
- **Expert level global understanding of SRHR** guidelines, policies, regulations, approaches, and socio-political landscapes and operational / high impact best practices. Understanding of global and regional trends. Awareness of the latest research and evidence-based practices in both short acting, long acting contraception, safe abortion methods; and in reaching adolescents, marginalised and neglected communities.

Strategic Planning

- **Very strong strategic acumen** and ability to write and lead development of strategies. Can translate complex data from DHS, WHO, population data, and other sources, trends, consumer insights, into a format and language that can be understood by a wide range of people and present it in a compelling and engaging way that helps find unmet consumer needs or gaps in the market. Able to link own work to the broader business and aligning with business.

Leadership

- **Highly adept at “boundary spanning” leadership**, capable of inspiring and facilitating cross-disciplinary collaboration; building internal and external collaboration, with highly sensitive cross-cultural skills, working at all levels across and within organisations. Able to inspire trust and camaraderie among team members, partners and decision-makers. Can navigate sensitive political and cultural contexts surrounding abortion, SRHR.
- **Project management skills including ability to manage multiple priorities**, meet deadlines, manage stakeholders to deliver high quality work

Communication

- **Excellent presentation and communication skills**, delivering with confidence to present credibly and inspirationally in a variety of settings (hosting conferences, international meetings, panel sessions, donor meetings etc).
- **Very strong data storytelling, writing persuasive case studies** to communicate data-driven insights effectively to both technical and non-technical audiences. This includes: translating complex findings into clear, concise language; using appropriate analogies and examples to illustrate points; focusing on the most relevant and impactful information. Strong **Technical Writing and Reporting** proficiency in producing high-quality reports, policy briefs, and technical documents

Networking and Collaboration

- **Have a wide range of contacts at senior levels within the SRHR sector.**
- **Capacity to design and facilitate high-level strategic discussions** with a multi-cultural, multidisciplinary set of actors. Bringing together diverse perspectives from different departments to spark innovative solutions, breaking down silos to encourage the free flow of ideas.
- **Cultural competence and sensitivity** with ability to work effectively across diverse cultural contexts

Problem solving and analytical thinking

- **Highly developed critical thinking and problem-solving skills:** approach complex issues methodically, breaking them down into manageable components by identifying patterns and trends in information (root cause); drawing logical conclusions from available data and proposing practical solutions based on analysis. Scenario Planning: anticipating potential future scenarios

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and developing innovative responses able to prepare to pivot quickly in response to disruptive changes in the abortion and SRHR sector. Good at finding creative ways to work with limited resources and highly cooperative and collaborative in solving problems.

Fundraising and Resource Mobilisation

- **Familiar with grant writing and strategies of major SRHR donors** and the fundraising landscape for SRHR.

Ideally,

- Working closely with Evidence & Impact team requires basic statistical understanding: Familiarity with fundamental statistical concepts without requiring advanced mathematical knowledge but able to choose and select the most appropriate visualizations for different types of data
Comfortable with Excel, able to use PowerBi for data visualisation.
- Skills in program design, monitoring, and evaluation in the context of sexual and reproductive health
- Experience in conducting or overseeing research projects related to reproductive health
- Fluent in French
- Have worked as a health care professional in field of SRHR.
- Knowledge of climate and the intersection with SRHR.
- Knowledge about ways to effectively integrate gender equity and social inclusion into contraception programmes (eg. empowering women, engaging men constructively, programme design, etc).

Key Experience

To perform this role, it is essential that you have the following experience:

Technical: Significant technical experience at an advisory level in SRHR.

- Have designed and produced best practice guidelines or training materials related to SRHR best practices, and operations, especially in remote service delivery, SRHR in the public sector; reaching adolescents. Have developed, written, shared best practice within geographically dispersed teams that results in improved performance.
- Have delivered technical support delivery: both directly and indirectly through remote working, working in virtual, cross functional teams. Have designed and worked with wide range of coaching & best practice tools – “drop-ins”; bite sized learning modules; run workshops; brainstorming tools etc.

Strategic Planning

- Have led, written and presented produced SRHR strategy papers to senior audiences using a wide range of SRHR data sources.

Leadership:

- Good experience in operating and working with Executive Teams, and other senior colleagues within SRHR sector, in technical areas listed above. Track record in achieving ambitious goals at a senior level.
- Have successfully delivered multiple priorities and projects to meet deliverables.

Communication

- Experience in public speaking and media engagement on sensitive health topics in a wide range of SRHR settings to both senior leaders and practitioners in SRHR
- Have produced data driven reports and papers for a wide range of audiences, both technical and non-technical, that have received wide endorsement and support.

Networking and Collaboration

- Networking and collaboration: extensive range of high-level contacts and colleagues across the SRHR sector, and especially in public health system strengthening with donors, other key groups such as UNFPA, IPPF, Global Fund, etc. Track record of building and maintaining relationships and coalitions with stakeholders, donors, NGOs and thought leaders.
- Good experience in leading and working in multi-disciplinary teams across various time zones to deliver significant, high-profile initiatives where action plans have resulted in positive outcomes

Problem solving and analytical thinking

- Wide experience in creating responses to challenges. Have experience in scenario planning: and prepared responses to both real and anticipated responses to disruptive changes in SRHR sector

Fundraising and Resource Mobilisation

- Experience in grant writing and donor engagement at a senior level with major donors/partners

Personal Attribute

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- **Committed to MSI's mission and values;** Unwavering support for, and, fully embrace our mission, vision and values to provide women and girls access to client centred contraception and safe abortion so they can achieve their goals and dreams.
- **Resilient, flexible, positive,** and enjoy a fast-paced, dynamic environment.
- **Confident in speaking up and challenging the status quo.** Happy to stand up and speak for what believe in and when disagree with colleagues, and can respectfully, tell people your position, considering other people's point of view and present alternatives that addresses your concerns.
- **Resourceful and action orientated** –focused on doing what matters, ie. delivering high impact programmes in collaboration with donors, partners, country teams to ensure clients around the world receive the highest quality services.
- **Curious about emerging developments** within our sector and passionate about building best practices and seeking out ways to do better work
- **Willingness to provide support** to different tasks large or small.
- **Actively seeking out feedback on own performance** (both results and behaviours) with a view to continuously learn and develop.
- **Enjoy accountability to deliver results-** comfortable with performance measurement and a performance-led culture

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Our Values

Mission Driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client Centred: We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

Courageous: We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

Resilient: In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

Inclusive: We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

Full Name:

Signature:

Date:

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