mothers2mothers (m2m) is an Africa-based NGO that unlocks the potential of women to eliminate paediatric AIDS and create healthy families across eight sub-Saharan African countries. m2m trains, employs, and helps empower HIV-positive women to work as community healthcare workers in understaffed health centres and underserved communities. Through a peer-to-peer approach, these 'Mentor Mothers' deliver a range of health services, advice, and support to women and their families. Started in Cape Town, South Africa in 2001 with an initial focus on preventing mother-to-child transmission of HIV, m2m has innovated and built on its strengths and now provides family-centred support for a range of related health and social issues spanning pregnancy, birth, childhood, and adolescence. It also partners with governments and other NGOs on the adoption of its programme to spread the Mentor Mother Model and its benefits. m2m has a track record of scaling its services and proven impact. To date, m2m has reached over 11M women and children under two, and created more than 10,000 jobs for African women living with HIV. For more, visit www.m2m.org.

Human-Centered Design Consultant for Adolescent Programming

Detailed Description of Tasks to be performed:

m2m is a leader in delivering non-clinical complementary care and support services We are looking for a Human-Centered Design (HCD) expert to help build the capacity of our technical team in HCD and drive forward the prototyping phase of an Adolescent approach focused on reducing reproductive health outcomes for adolescent girls in Mozambique through a developmentally informed HCD process. The HCD Consultant will be responsible for maintaining the speed of the prototyping process and training the Programs Team through both formal theories and practical application.

The HCD consultant will be entering the program at the very beginning when very little research has been done and we're looking to develop a Mozambique-based strategy based on learnings from the Mentor Mother strategy as well as the Peer Educator program implemented by other partners in the country. The consultant will be responsible to lead the team through ethnographic research, outline potential prototypes, resulting in fully-formed prototypes ready for piloting.

The HCD consultant will co-lead projects with Program Manager. You will work closely together to ensure project success. You will focus on both strategic and tactical aspects of the project, attending to the day-to-day delivery while keeping sight of the overall project objectives. You will

iterate on solutions, informed by user research, to deliver exceptional solutions to meet the needs of users.

In short, you are a strategic thinker that can conceive, draw, and build out ideas.

Competencies:

- Excellent leadership, management, coordination, interpersonal and teamwork skills.
- Experience managing staff and the ability to coach, mentor, develop and strengthen human resource capacity for high performance.
- Ability to meet deadlines, manage multiple tasks and work in a fast-paced, demanding environment.
- Proactive, with a solution-oriented approach.
- Ability to work independently as well as collaboratively with a diverse group of stakeholders in a dynamic, complex and rapidly changing environment.
- Written and verbal language skills – in English and Portuguese.
- Expert skills in use of information technology including Microsoft Office Applications: Outlook, Word, PowerPoint, Excel.

Key roles and responsibilities

User Research

- Work with SI Manager to review background research, uncover gaps, and develop strategic approach for research.
- Assist in field plan development, including selecting proven insights research methods and tools and creating new methods to achieve research objectives.
- Facilitate in-field focus-group discussions, one-on-one interviews and other participatory research methods.

Analysis/synthesis

- Work with SI Manager to distill user-research learnings into actionable key insights.
- Design and develop client presentations beyond powerpoint; make it an experience.
- Document project process through photos and videos to be used for case-studies and learning products.

Ideation and Prototype development

- Translate research findings into effective, user-centered experiences through low fidelity prototypes.
- Test and validate ideas with users, and be able to quickly pivot and iterate prototypes as you learn.
- Develop training curriculum based on prototypes of intervention.

- Demonstrated ability to document creative process and rationalize decisions based on actual findings.

Strategy Development

- Work with , Senior Technical Advisor, Program Manager, and Research Lead to develop brand, marketing, and/or implementation strategy.
- Demonstrated ability to make sound rationalizations for strategic recommendations.

Creative Design and Execution

- Design prototypes, at mid-level fidelity, to effectively communicate concepts to users and clients.
- Design and build final art for production, this will include, but is not limited to, print layouts, packaging, advertisements, and storyboards.
- Design solutions that meet measurable business goals and requirements.

Deliverables

- Ethnographic Findings with;
- Protoypes;
- Develop training material and content;
- Final report and recommendation on rolling out key interventions;

Qualifications and Experience:

- Bachelor's degree in design, public health, business development, social sciences or relevant field;
- Four years of experience in human-centered design;
- Passion and experience in building local skills and team development;
- Worked using an HCD approach in the developing world;
- Experience working in public health, NGOs and/or the social sector;
- led teams of other designers in a human centered design process;
- References will be required.

mothers2mothers is an equal opportunity employer. We particularly encourage applications from people living with HIV and AIDS (PLWHA), people with disabilities, women and previously disadvantaged people.
Competitive salary packages will be negotiable in accordance with m2m's remuneration policies.

To Apply: Interested applicants should apply for this position via https://www.m2m.org/careers/ by **31/09/2020.**