



TERMS OF REFERENCE: PROGRAM OFFICER POSITION

FOCUS USA

Focus Humanitarian Assistance USA's (FOCUS USA) mission is to save lives, reduce suffering, and create sustained resilience in communities affected by natural and manmade disasters.

Founded in 1995, FOCUS USA has served vulnerable populations across Central and South Asia and the Middle East while advancing emergency management and preparedness programs in the United States. Its work focuses on settlement and resettlement activities as well as reducing disaster risk and strengthening support for families and communities facing hazards such as hurricanes, floods, winter storms, tornadoes, and earthquakes.

As an affiliate of the Aga Khan Development Network (AKDN), FOCUS USA collaborates closely with partner agencies across the Network and a broad range of mission driven partners and donors.

PROGRAM OFFICER

The Program Officer supports the governance, coordination, and emergency management activities of FOCUS USA. Working under the direction of the FOCUS USA Board of Directors, the role serves as a central coordination and communications point across National and Local Councils, Disaster Management Teams, FOCUS International, AKDN partners, and other Jamati stakeholders.

Based at the Ismaili Center Houston in Houston, Texas, the Program Officer will support emergency management programming, communications, and outreach in order to prioritize, plan, design, and support the implementation of effective regional and local disaster preparedness and response.

KEY RESPONSIBILITIES

Governance and Organizational Support

- Provide administrative, coordination, and advisory support to the FOCUS USA Board of Directors, including tracking priorities, follow-up on decisions, and day-to-day operational coordination.
- Support effective governance by preparing briefing materials, correspondence, and reports, and ensuring alignment between Board direction and operational activities.

Emergency Management Coordination

- Serve as a central coordination point for emergency preparedness and response activities,

30 Years
Saving Lives & Reducing Suffering



working closely with National and Local Disaster Management Teams, community leaders, and FOCUS partners.

- Support planning, implementation, and continuous improvement of emergency preparedness and response programs in alignment with recognized emergency management standards.
- Monitor local and global hazards and severe weather events to inform program coordination, communications, and Board decision-making.

Preparedness and Capacity Development

- Coordinate preparedness capacity-building activities, including trainings, exercises, tabletop simulations, and awareness programs for institutional leaders, volunteers, and partners.
- Support the development and documentation of preparedness plans, procedures, and improvement actions.

Communications and External Engagement

- Lead the development, writing, and editing of high-quality written and visual communications related to emergency preparedness, humanitarian response, and fundraising.
- Produce and coordinate content across platforms, including proposals, briefing materials, reports, correspondence, social media, and digital communications, ensuring clarity, consistency, and brand alignment.
- Support relationship building and partnership coordination, representing FOCUS USA as appropriate in emergency management forums, networks, and collaborative initiatives.

Professional Development

- Maintain up-to-date knowledge of emergency management principles, best practices, and emerging issues through training and ongoing learning.

KEY SKILLS AND COMPETENCIES

- **Exceptional writing and editing ability**, with strong attention to clarity, tone, accuracy, and audience appropriateness across technical, donor-facing, and digital communications.
- **Strong verbal communication skills**, with the ability to translate complex or technical information into clear, accessible language for diverse audiences.
- **Highly developed interpersonal skills**, including emotional intelligence, sound judgment, and the ability to build trust and collaborate effectively with staff, Board members, volunteers, and partners.
- **Strong project management, organizational, and coordination skills**, with demonstrated ability to manage multiple priorities and stakeholders, track action items, and maintain organized records and workflows.



- **Ability to work effectively in a matrixed organization**, balancing professional staff, volunteer leadership, and external partners with clear communication and role awareness.
- **Self-directed and proactive**, able to work independently while responding constructively to guidance from leadership and partners.
- **Digital communications proficiency**, including social media content creation and basic graphic design for platforms such as Facebook, X, and Instagram.
- **Technical skills**, including proficiency with Microsoft Office and experience with web content management systems; ability to produce visually clear, well-branded materials.
- **Relationship management and public-facing experience**, with initiative to provide value-added administrative and programmatic support.
- **Demonstrated curiosity and commitment to learning**, particularly in emergency management and humanitarian response.
- Willingness to be **on-call or work evenings and weekends** during emergencies or disaster responses, as required.

Minimum Qualifications

- Bachelor's degree or equivalent professional experience.
- Education and/or demonstrated experience in emergency management, communications, and/or humanitarian assistance.
- Advanced education or additional experience in emergency preparedness and disaster response planning, sustainability, climate change, public administration, public affairs, environmental science, international development, or a related field is highly desirable.

Salary and Benefits: The position offers a competitive salary and an excellent benefits package which includes medical, dental, and vision coverage.

Applications Due: Resumes can be sent to focususa.hr@focusha.org by **January 31, 2026.**

FOCUS USA Board of Directors

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