RDHA Roles and Responsibilities Structure

Level	Position (English/العربية)	Roles (الدور)	Key Responsibilities (المسؤوليات الأساسية)	Sample KPIs (مؤشرات الأداء)
1. Governance	Board of Directors / مجلس الإدارة	Strategic Governance / الحوكمة الاستراتيجية	- Set organizational vision - Approve annual budgets - Ensure legal compliance	- 100% policy compliance - Annual strategic review completion - 90% board meeting attendance
	General Director / المدير العام	Organizational Leadership / القيادة التنظيمية	- Oversee all organizational operations - Implement board policies - Represent organization externally	- 100% policy implementation - 90% stakeholder satisfaction - Annual target achievement
2. Program Leadership	Program Coordinator / منسق البرامج	Program Management / إدارة البرامج	- Coordinate field activities - Monitor project timelines - Supervise program staff	- 95% program delivery on time - 85% budget utilization rate
3. Operations	Operation Officer / ضابط العمليات	Daily Operations / العمليات اليومية	- Manage logistics - Oversee service delivery - Troubleshoot operational issues	- 98% task completion rate - <24hr incident response time
4. Specialized	Admin and Finance Manager / مدير الإدارة والمالية	Financial Oversight / الإشراف المالي	- Manage budgets - Process payroll - Ensure financial	- 100% audit compliance - <3% budget variance

Departments				
			compliance	
	Logistics and Supply chain Officer / مسؤول اللوجستيات	Resource Management / إدارة الموارد	- Procure materials - Manage inventory - Coordinate distributions	- 100% supply availability - <5% inventory loss
	Education Officer / مسؤول التعليم	Education Programs / البرامج التعليمية	- Develop curricula - Train teachers - Monitor learning outcomes	- 90% participant satisfaction - 25% YoY improvement rates
	Protection-S/GBV Officer / مسؤول الحماية	Safeguarding / الحماية	- Case management - Conduct trainings - Monitor protection risks	- 100% confidential reporting - 85% case resolution rate
	WASH officer / مسؤول المياه والصرف الصحي	Water & Sanitation / المياه والصرف	- Implement WASH projects - Conduct hygiene promotion - Maintain facilities	- 100% facility functionality - 30% behavior change adoption