Development of learning and Quality Standards strategies

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Overview of the Presentation

1. About Child Helpline International
2. What is a child helpline
3. Reflexion:
   • Programme Manager for Francophone Africa
   • Programme Manager for Africa
   • Senior Programme Manager
4. Lessons learnt
5. Tips
Inspirational quote

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”.

Alvin Toffler
1. Child Helpline International

- International collective impact organisation that brings together 168 members organisations in 139 countries around the world to advance a common agenda: strengthen child protection systems and amplify the voices of children at a national, regional and global level.

- Coordinate information, viewpoints, knowledge and data that aids profound change in child protection systems, allowing us to advocate, influence and change attitudes and transform policies and practices on a national, regional and global level.

- Membership organisation (five regions: Africa, Americas and Caribbean; Asia and Pacific; Europe and MENA)

www.childhelplineinternational.org

“A child helpline is a reliable communication services providing child centred support to children and young people in need or experiencing crisis through counseling, access to information and/or protection related services with appropriate referral. A child helpline advances children’s rights by amplifying their voices in issues that affect them.”

https://www.youtube.com/watch?v=mJ-lGroKf34&t=126s
3. Reflexions from my experiences

- **Programme Manager for Francophone Africa and Programme Manager for Africa**: build/scale up the network; Coordinating the work of the organisation; facilitate learning and knowledge exchanges; Networking at the country and sub regional level;

**Key points**
- Making sure the needs of members are fully understood and the local context is taking into account
- Engage more partners at the regional level
- Align the data collection/advocacy with regional target
- Establish child helplines as one of the main prevention and response mechanism to protect children and young people
- Missing sometime a global perspective/overview on membership, strengths and weaknesses

- **Senior Programme Manager**: Roles and responsibilities: More coordination of programmes at the global level; Lessons learnt from passed experienced useful when dealing with partners in each of our 5 regions (Africa, Americas and Caribbean; Asia and Pacific, Middle East and Northern Africa)

**Key point:**
Provide that overall overview on the membership and organise learning/knowledge exchange among region
Lessons learnt

- Listen to members
- Build with and from members’
- Focus on the agreed objectives
- Build and maintain strong relationships/collaboration/partnership
- Be a strong advocate for the network when talking with members and/or with partners
- There is no specific way of organising a network. Some point to take into consideration when organising your network are among others: geographic coverage; language; cultural convergencies; level(strong/weakness) of the members.

*Red flag: works for network A might not work for the network B.*
Tips

• Members are our “boss”
• Do not duplicate (based on your pass experience)
• Consider each assignment as a new experience and be open to learn and listen
• Products/learning/trainings module, etc. should be created/build not only for one or a group but always in the spirit that it should benefit the all network
  • Regional PM should be as much as possible from the region
  • PM should have a solid background working at the grassroot and national level
Questions....
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