

# Malgorzata (Gosia) Hill • • Nationality: Australian

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## Career Profile and Professional Focus

- Senior adviser in humanitarian response coordination, with academic background in political science, social administration and education. 25+ years of experience in **international affairs, peacebuilding, state building and reconstruction, protection and social cohesion, education-in-emergencies, community and local economic development**. Proven track record in international roles with high level of responsibility and accountability.
- Dedicated social worker and educator, valued technical expert in operational support and programme implementation. First-hand experience of the full process of deployment during various conflicts and transformative events in recent history in **Eastern Europe, Central Asia, South Africa, Middle East and the Pacific**. Successful track record in dealing with **complex situations, intergovernmental coordination, facilitating tangible outcomes and practical applications in the implementation of national plans at community level, collaborating with multiple stakeholders**, including governments, military, UN agencies, NGOs and local communities. Participated in planning and timely **implementation of emergency education response activities and supported resumption of formal and non-formal education services** (including ECE).
- Demonstrated technical and interpersonal skills and strong capacity for working in **challenging conditions/locations**. Able to perform **under pressure and manage competing and changing priorities**. Recognised for flexibility, adaptability, excellent situational and cultural awareness and teamwork skills. Highly successful in **managing and expanding relationships, resource mobilization, harnessing support from partners and donors**. Experienced in **managing and evaluating project proposals and conducting program assessments and reviews**. Commended for maintaining high professional standards and ethical practice, familiar with relevant policies, guidelines and codes of conduct including all four priorities of the **INEE Strategic Framework**. Actively participates in ongoing professional development and continuous education in **humanitarian response and civil-military coordination**. Refer to recent training courses.
- Proven outcomes in **multi-disciplinary planning, delivery and evaluation of formal and non-formal teaching and cross-sectoral programs** (including psycho-social support) targeting the most **vulnerable groups and persons with special needs in conflict and emergencies**

## Qualifications

Post-graduate **Masters of Social Work** formerly called Bachelor of **Social Policy and Public Administration**, Flinders University SA 1987, eligible for membership of the Australian Association of Social Workers

Bachelor of Arts (Political Science and Philosophy), Flinders University SA, 1983

Diploma, Adult Training and Assessment, Adelaide TAFE, 1994

English Philology and Education, Jagiellonian University, Cracow, 1979

Various Courses in Humanitarian Response and Civil-Military Coordination—see Professional Development.

## Areas of Expertise

- 💡 Social planning, protection of vulnerable populations including women, refugees and immigrants (+20 years)
- 📊 Education-in-Emergencies: rapid assessments, coordination, partnerships, operational support (17 years)
- 🔊 Advocacy for social inclusion and equal access to education and services/ programs (+10 years)
- 💻 COVID-19 response and schools reopening coordination with government and stake holders (+1 year)
- 👩 Women in leadership capacity building, mentoring and knowledge management strategies (+10 years)
- ⌚ Monitoring, evaluation and cross-sectoral programming for complex human responses (+5 years)
- 👉 Training, systems strengthening, community capacity building (+7 years)
- 🌐 Community engagement, participatory development, governance and citizenship (+5 years)
- 🚧 Resilience building, local economic development, institutional strengthening (+7 years)

## Key Capabilities

- 📅 Team building and collaboration, stake-holder engagement, inclusive, agile project and task management
- 📋 Needs assessment, strategy planning, policy /program development based on research (needs/ data analysis)
- 📝 C4D, report writing, editing with input and comments from multiple stakeholders, information management
- 📊 Analytical thinking, problem solving, creativity, initiative and coordination under pressure and in emergency
- 👉 Agility, resilience and ability to work under pressure in complex environments and remote duty stations
- 🤝 Interpersonal and cross-cultural communication, coordination, liaison, negotiation, diplomacy, counselling including psycho-social support capability (qualified social worker)

## Countries served

Pacific (14 PICs), Jordan, South Africa, India, Sri Lanka, India, Russia, Ukraine, Kazakhstan, Poland and 17 countries in Central and South Eastern Europe, including the Balkans

**Languages:** English (fluent), Polish (fluent), Russian (Proficient)

## Deployments:

2011-current: Roster member with RedR Australia, previously Australian Civilian Corps

<https://www.dfat.gov.au/aid/topics/investment-priorities/building-resilience/australia-assists/australia-assists>

2021 – current: Roster member with CANADEM <https://www.canadem.ca/>



### unicef Expert on Mission, DRR / EiE Program Communications and Development, Pacific 2020

Mrs Hill provided remotely rapid support to UNICEF Pacific Education team with the rollout of preparedness and response strategies across school systems and focused on schools reopening advocacy. She contributed to the needs assessment process and provided advice on contextualising **COVID-19** communications messaging for school systems in 14 Pacific Island Countries. Mrs Hill was responsible for coordinating the production of COVID-19 information, safety and continuity of learning materials, guidance notes, posters, booklets and brochures to support governments of several Pacific Island Countries in consultation with numerous stakeholders. She played a critical role in the development and timely finalisation of school reopening materials and community guides for Fiji and Solomon Islands. Mrs Hill adapted to the need for highly detailed peer criticism, reviews and to context shifting priorities and feedback. She was very effective in communicating and liaising at horizontal and vertical levels ensuring that the final products reflected the guidance and approved content of the respective Ministries of Education. Ms Hill also assisted with inputs for appeals, social media messaging, interviews, beneficiary stories and urgent funding applications.



### Expert on Mission: Social Protection and Education-in-Emergency, Jordan 2018

From a duty station in Amman, Mrs Hill coordinated the implementation a \$10M Support to Refugees in Urban Areas Project Partnership, integrating community partners and service providers through joint delivery of innovative education and social protection programs while building cohesion between the refugees and the host community in Jordan. She was responsible for technical advice in strengthening large scale humanitarian response. She coordinated the project implementation to ensure timely and effective **execution of multiple and cross-cutting projects, including education awareness, blended higher and vocational education, protection, disability and GBV**. Ms Hill was responsible for building capacity and increased awareness of inclusive early childhood special education, community capacity building programs for refugees and host communities in several geographical locations in Jordan, undertaking field missions on a regular bases. Mrs Hill proactively **partnered with civil society, OPDs and UN agencies, engaged with all actors, facilitated links, effective communications and reporting channels, tracked outcomes, monitored schedules and a timely deployment of resources, personnel recruitment and training**. Mrs Hill ensured implementing Partner's compliance with the PPA Project documentation, conducted spot checks of programs, applied risk management techniques and initiated problem solving interventions in complex project implementation environment. She used her coordination and negotiation skills in order to mobilise support, advocate for the most vulnerable, and influence those with power. She followed up with partners, prepared time sensitive, up-to-date executive briefing notes, reports from community consultations and needs/situational analysis missions. Ms Hill also acted as UNHCR Jordan Education Manager and in this capacity she prepared sitreps, updated stats and programme milestones dashboards and participated in Education Cluster meetings, collaborating with UNICEF and liaising with the MoE during an important time of revising national education plans.

## Relevant experience

### Australia, 2010-2018, Director, International Programmes, AuEuConnect

Mrs Hill was responsible for the management of the delivery of effective solutions to overcome the barriers of language, culture, distance and time in delivery of life skills and non-formal education to refugees and migrants. Implemented education, resilience and life skills programs for refugees and migrants and persons with disability in Australia as a contractor to the Commonwealth Government. Over 450 beneficiaries reached, with a success rate of 80% becoming self-sufficient. Ms Hill delivered numerus presentations and addresses as a keynote speaker on women and immigrants in small business and importance of livelihoods, assets, access to markets in building adaptive capacity.

### Australia, 2009-2010, Senior Workplace TVET Education Supervisor, Cambridge College

Mrs Hill was responsible for: developing appropriate social work, women's studies and community services sector field education experience work placements for international students. Over 120 placements achieved. Developing appropriate relationships and networks with host agencies and key managers in the community services sector. Field

visits to workplace, professional supervision of students in placements, problem and conflict resolution, cultural mediation, ensuring HR legal, regulatory and policy requirements are met in the delivery of field education component of studies. Provision of English language support, editing of assignments, counselling and career advice.

#### **Central Europe 2004 - 2008 Senior Trade Commissioner, Minister Counsellor Commercial**

Mrs Hill was accredited to Poland and to the Baltic States as Australian Minister Counsellor Commercial with economic diplomacy responsibility for 17 other Central and South. Responsible for representing Australia's commercial interests (export and investment) at the highest international level with governments, agencies, business groups and accredited missions in CSEE: Liaising with diplomatic missions, engaging with stakeholders, developing commercial opportunities, business contacts and partners, implementing strategies and providing services to assist Australian exporters. She ensured compliance with audit requirements, government's policies and admin procedures.

#### **Australia, 2002 – 2004, Executive Officer, South Australian Local Government Consulting**

Mrs Hill was responsible for the running and performance of a member based organisation of local governments and local government professionals for Governance and local capacity building ODA projects. Engaged and liaised with multiple stakeholders, built relationships with partners, donors and funding bodies. Coordinated responses to project opportunities, assessed risks, application process and mobilisation of consultants for deployment.

#### **South Africa 2003, Technical Adviser, Australia South Africa Local Government Partnership**

Mrs Hill delivered a resilience and poverty reduction, Local Economic Development Activity for the AusAid funded Australia South Africa Local Governance Partnership, assisting in the start-up of more than 10 new income producing micro-enterprises and conducting pilot training program for 15 fledgling businesses and designed and delivered trainer training for local municipal staff and community workers

#### **Ukraine, Kazakhstan, Russia 1993, Technical Adviser, deployed by AusAid through SAGRIC International,**

Mrs Hill delivered resilience and enterprise training programs for women as part of Australia's commitment to development of the former socialist economies of Eastern Europe and Central Asia. The projects were implemented during the time of transition politics, tension and instability over the removal of central party control, tension over ethno- territorial and nationality issues, multi ethnicity, inter-ethnic competition for power, de-institutionalisation of autonomies in newly independent republics. Provided policy development advice on strengthening programs and services to the medium and small business sector in newly developing market economies, in partnership with peak women's organisations. Delivered trainer-training and show-cased Australian expertise and experience in innovative employment programs, business incubators, enterprise and vocational training. Delivered small business management training courses and employment creation programs in partnership with local agencies. These programs were attended by women with limited employment and financial means who were often driven to prostitution as a source of income. Trafficking for the purpose of sexual and labour exploitation was a serious issue identified and reported.

#### **Poland, 1995 and 1996 Australian Program of Training for Eurasia (APTE) Technical Adviser**

Mrs Hill designed and delivered workshops for NGOs and peak bodies in the creation of partnerships and the delivery of resilience, economic development and job creation programs in the post-socialist period. Delivered enterprise workshops to operators and managers of SMEs in the tourism, hospitality and retailing industries. Participated as a key note speaker and exhibitor of Australian Vocational Education directions and resources for emerging economies.

#### **Australia, 2003-1989 Part -Time Lecturer – Vocational training, College of Technical and Further Education (TAFE)**

Delivered over 80,000 student hours of self-employment and enterprise skills courses and business management predominantly to new migrants and refugees settling in South Australia. Ms Hill paid particular attention to coaching and counselling female students. National curriculum and assessment tools writing/design.

#### **Australia, 1989-June 2018, Managing Director, Options Australia, South Australia**

Technical consultant and contractor providing training needs analysis and competency assessment, design and preparation of vocational training courses, curriculum writing for national accreditation (specialising in non-formal education and work based training) training delivery in small enterprise, leadership and management skills, Provision of small business advice, business planning performance appraisals, training and counselling to over 2000 clients on a one-to-one basis and through workshops. Promotion of women's business start-ups, success stories and case studies to encourage greater women's participation in small business and achieving financial independence.

#### **Australia, 1998 – 2000 Manager, Northern Adelaide Business Enterprise Centre, Northern Adelaide Development Board, South Australia**

Mrs Hill was responsible for the strategic planning and securing funding for the Centre from state and local government agencies; Co-ordinated advisory and assistance programs for medium and small enterprises in the region;

Provided business advice, counselling, information dissemination, training, networking opportunities, export development, web-enablement, business plan development and assessment

#### **Australia 1987 – 89, Assistant Manager, Investment Attraction, Department of Industry & Trade, SA**

Mrs Hill was responsible for managing business and investment attraction programs of the South Australian Government across a wide cross-section of industries

Directly involved in attraction and establishment of 120 new international business operations; Liaised with SA overseas representatives in London, Singapore, Hong Kong and Tokyo, hosting exploratory business visits to Adelaide, introduction to officials, agencies and industry

#### **Australia, 1985 – 1987 Senior Policy Officer, Department of Education & Children's Services, South Australia**

Mrs Hill provided high-level policy advice as a senior adviser on multicultural, equity and gender issues. She participated in policy planning and implementation including ensuring inclusive processes service mix, community consultations, evaluation of programs and initiatives. She pioneered new inclusivity policies and programs to ensure culturally and linguistically diversity in statewide early childhood education service planning and provision.

#### **Australia, 1982 – 1985) Social Worker & Community Development Officer,**

#### **Department of Immigration & Ethnic Affairs, South Australia**

Mrs Hill delivered information, orientation programmes and counselling to refugees, asylum seekers and new settlers, inter-agency liaison and co-ordination of support and training initiatives, provision of management support to committees and community groups, assessment of funding applications and administration of community grants projects. Provided input into a wide range of government policy development with strong access and equity considerations.

#### **Recent Professional Development, Training and Certificate Courses**

**Information Management and Communications**, Save the Children/Humanitarian Leadership Academy: February 2021

**Introduction to the History of Humanitarianism**, Save the Children/Humanitarian Leadership Academy February 2021

**Introduction to Child Protection**, UNICEF/Humanitarian Leadership Academy, February 2021

**Child Protection in Conflict Settings**, UNICEF/Humanitarian Leadership Academy, February 2021

**Agile Project Management**, CANADEM/Humanitarian Leadership Academy February 2021

**Being Accountable to Affected Populations**, February 2021

**Understanding Older People and Their Needs in a Humanitarian Context**, ADCAP, February 2021

**Working in Partnerships**, Save the Children/Humanitarian Leadership Academy, February, 2021

Education in Emergencies Training, Dakar, UNICEF / UNHCR / NORCAP, Senegal, December 2018

**Women Security Awareness Training**, UN Women, Amman, Jordan, July 2018

**Integrated Programming (CP, SGBV, Disability)**, UNHCR Amman, Jordan, August 2018

**UN-Civil Military Coordination: Working in Complex Emergencies**, OCHA, February 2018

**Intro to Psychologically Responsive Development and Humanitarian Programs**, United States Institute of Peace, December 2017

**Gender Inclusivity in Peacebuilding**, United States Institute of Peace, December 2017

**UN-Civil Military Coordination: Working in Natural Disasters**, OCHA, December 2017

**Basic Security in the Field II**, United Nations Department of Safety and Security, November 2017

**Advanced Security in the Field**, United Nations Department of Safety and Security, November 2017

**Stand-by Roster Member Induction Course**, RedR: Australia Assist, Melbourne, November, 2017

**International Legal Frameworks for Humanitarians**, Red Cross, Sydney, October 2012

**Delegate, Organisation for the Security and Co-operation (OSCE) Improving the Security of Women and Girls**, Adelaide March 2013

**Certificate Capacity Development Across Cultures**: Red Cross, March 2012

**Senior First Aid Certificate**, St Johns, May 2012, Remote Area First Aid, St Johns, June 2012

**Personal Travel & Safety: terrorism, hostage taking, weapons, first aid and crisis management**, Austrade 2007

**Training and Certification Program for Small Business Counsellors**, APEC (Asia Pacific Economic Cooperation), December 2010

**Australian Civilian Corps Foundation Training**, October 2011

**Australian Defence College: Australian Staff and Command College**: Exercise Excalibur, Joint Operations: STABOPS, Nov. 2011

**Top secret security clearance**

#### **Professional Affiliations and Distinctions**

Justice of the Peace: for and in the State of South Australia

Consular Corps SA

South Australian Employment Promotion Committee, Ministerial Advisory Committee employment creation and business growth policies

Asia Pacific Business Council for Women (President 2009-11)

National Advisory Committee: Australian Immigrant and Refugee Women Alliance and Migrant Women Lobby Group

Distinguished Alumni Award, Flinders University 2008 for contribution to Flinders University as a Council Member and Alumni Executive Committee Member, and to South Australia and Australia as Senior Trade Commissioner, Central and South East Europe

Advisory Board Member Flinders University Business School and Member of Flinders University Awards and Honours Committee

Centenary Medal, 2003, Awarded by Prime Minister of Australia for Services to the Business Community

Cross of Merit, 1996, President of the Polish Republic for contribution to Institutional and Economic Strengthening in the Transitional Stage

Women's Advisory Council, to the Premier and the Minister for the Status of Women

#### **Referees:**

Anna Smeby, Chief of Education, UNICEF Pacific, mob: + 679 992 5440, e-mail: asmeby@unicef.org.

Prof Carol Riegier Irizarry, Professor Emeritus, Flinders University, South Australia e-mail: carol.irizarry@flinders.edu.au

Tomoya Sonoda, Manager UNICEF Amman, Jordan – contact on request

Zeina Jadaan, Education Unit Manager, Protection and GBV Manager - UNHCR Jordan – contacts on request