CONSTANCE KANINGANA KANGALI

Social Services Director | Project Management & Child Welfare Specialist

CONTACT

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Lusaka, Zambia

PROFESSIONAL SUMMARY

Dedicated, results-driven Social Services Executive and Project Manager with over 15 years of progressive leadership experience in child protection, community development, foster care/adoption management, and sponsor relations. Holds a Master of Criminal Justice and a Bachelor of Social Work, backed by extensive professional certifications in Project Management, Risk Management, Child Psychology, and Human Resource Management. Proven track record in strategic planning, regulatory compliance, multi-stakeholder collaboration, and resource optimization across high-impact non-governmental organizations.

SKILLS & CORE COMPETENCIES

- **Strategic & Operational Leadership:** Project Planning & Evaluation, Budgeting & Cost Management, Resource Allocation, Regulatory Compliance.
- **Social Work & Child Protection:** Foster Care & Adoption Assessment, Child Protection Laws, Case Management, Family Support & Counseling, Crisis Intervention.
- **Project & Risk Management:** Agile Project Management, Resource Scheduling, Risk Assessment & Mitigation, Monitoring & Analytics.
- **Stakeholder & Community Engagement:** Sponsor Relations & Retention, Community Outreach, Cross-Sector Collaboration, Reporting & Documentation.
- **Soft Skills & Leadership:** Emotional Intelligence, Crisis Management, Team Building, Problem-Solving, Strategic Communication.

PROFESSIONAL EXPERIENCE

Director of Social Services
The Fatherless Generation Zambia | July 2023 – Present

- Strategic Leadership: Oversee comprehensive project planning, execution, and evaluation for all social service initiatives, ensuring alignment with organizational goals.
- Resource Management: Manage staff, operational budgets, and physical resources to ensure high-efficiency service delivery and sustainability.
- Regulatory Compliance: Direct organizational compliance with national child protection regulations, social welfare policies, and legal standards.
- Community Engagement: Facilitate targeted community outreach programs and educational initiatives to support vulnerable children and families.

- Stakeholder Coordination: Drive cross-functional collaboration with community leaders, government bodies, and partner organizations to expand service reach.

Foster Care & Adoption Officer
Alliance for Children Everywhere | 2020 – 2023

- Family Assessment & Matching: Conducted rigorous psychological and social assessments of prospective foster and adoptive families, successfully matching children with suitable environments.
- Case Management & Support: Delivered ongoing guidance, counseling, and home visits to evaluate family dynamics and support transition processes.
- Stakeholder & Legal Liaison: Coordinated directly with social workers, legal professionals, court officials, and birth parents to streamline adoption and placement workflows.
- Legal & Regulatory Adherence: Enforced strict compliance with legal procedures and national regulatory frameworks for foster care and child adoption.
- Training & Advocacy: Developed and delivered educational sessions for foster/adoptive parents on child care and developmental needs while advocating for children's best interests.

Sponsor Relations Field Officer
Children International Zambia | 2014 – 2020

- Relationship & Retention Management: Cultivated and maintained key relationships with international and local sponsors to maximize retention and ongoing program funding.
- Beneficiary Communication: Managed communication pipelines between sponsors and program beneficiaries, ensuring transparent reporting and impactful storytelling.
- Site Visits & Event Coordination: Organised and facilitated sponsor visits, site inspections, and community engagement events.
- Database & Impact Tracking: Maintained accurate interaction records and beneficiary updates using dedicated sponsorship databases; generated timely impact reports for donors.
- Issue Resolution: Monitored sponsor satisfaction levels and resolved inquiries or administrative challenges proactively.

Project Coordinator
Ambulance Services of Zambia | 2008 – 2010

- Project Supervision: Managed day-to-day project operations, emergency response logistics, and staff schedules to ensure rapid service execution.
- Resource Optimization: Supervised resource distribution, maintained fleet reporting, and monitored service delivery standards across operational targets.

EDUCATION

- **Master of Criminal Justice** | University of Africa (2019)
- **Bachelor of Social Work (BSW)** | The University of Zambia (UNZA) (2009)
- S**enior Secondary School Certificate** | Caritas Secondary School (2002)

CERTIFICATIONS & CONTINUOUS TRAINING

Project & Risk Management

- Diploma in Project Management (2025)
- Agile Project Management Certificate (2025)
- Project Management in Practice (Planning, Scheduling & Resource Management) (2025)
- Diploma in Risk Management (2025)

Social Work, Law & Psychology

- Diploma in Protection Laws for Children in and out of Homes (2025)

- Diploma in Community Development (2025)
- Diploma in Psychology (2025)
- Child Psychology Certificate
- Counseling Certificate

Leadership & Business Management

- Diploma in Modern Human Resource Management (2025)
- Certificate in Corporate Leadership and People Management
- Emotional Intelligence Coaching Certificate
- Certificate in Crisis Management
- Introduction to Entrepreneurship, Career Success and Digital Skills (2025)

LANGUAGES

- English: Professional / Fluent (Official)
- Bemba: Native / Fluent
- Nyanja: Fluent

PERSONAL DETAILS

- Nationality: Zambian
- NRC No: 314294/16/1
- DOB: October 1, 1986

REFERENCES

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