HANNAH PALMATEER

Program and Partnerships Manager

Greenville, SC (Remote) | hpalma10@gmail.com | linkedin.com/in/h-palmateer | hannahpalmateer.com

SUMMARY

Program and partnerships leader with 8 years of experience running complex, multi-stakeholder programs across nonprofit, humanitarian, and government settings. At charity: water, has led 46 grants worth $56.8M and supported 11 more worth $30M, part of an $86M+ portfolio funding 38,000+ water points that serve 2.2M+ people in 7 countries. Builds long-term partner relationships grounded in trust, brings structure and accountability to messy problems, and handles hard conversations with care. Master of Social Work, trained facilitator, and conversational French speaker.

CORE SKILLS

Program and portfolio management • Partner relationship management • Grantmaking and due diligence • Stakeholder and government relations • Facilitation and convening • Monitoring, evaluation, and mixed-methods research • Risk and integrity management • Staff management and coaching • Writing for executives, donors, and multilingual audiences

Tools: Salesforce, Looker, Excel, Adobe InDesign, Google Workspace, Jira, Basecamp, Slack, Canva, Claude (AI-supported research and writing)

PROFESSIONAL EXPERIENCE

charity: water October 2021 – Present

Remote | Funds clean water programs in rural communities across Africa and Asia

Water Programs Senior Manager Jan 2026 – Present
Water Programs Manager Sep 2023 – Dec 2025
Water Programs Senior Associate Oct 2021 – Sep 2023

Portfolio and program management

- Lead end-to-end management of **46 grants worth $56.8M** with 7 partner organizations in 5 countries, including BRAC, CRS, Helvetas, and World Vision, funding **33,000+ water points that serve 1.3M+ people**. Own the full cycle from RFP and proposal review through implementation, completion reporting, and renewal
- Oversee $10M+ in new grant funding each year (peaking in 2022), setting funding amounts and bringing funding recommendations to the executive team
- Supported **11 additional grants worth $30M** in 6 countries, owning grant data and reviewing and approving the GPS coordinates, completion photos, and water point data for every water point before closeout
- Guide all 9 current partners through 5-year Multi-Year Plans that shape daily operations and long-term strategy, and am coaching 4 partners as they build new long-term functionality plans so water points keep working for years

Partnerships and stakeholder engagement

- Facilitate monthly calls with every partner, about 100 a year, and meet with local government officials on field visits to keep programs aligned with community priorities
- Represent charity: water at annual strategy meetings at World Vision's US headquarters, reviewing joint programs, open challenges, and funding trends
- Completed **8 field visits** to Bangladesh, Madagascar, Niger, and Pakistan, including co-leading 2 major donor trips to Madagascar (one with the full executive team) that supported continued giving
- Turn field realities into clear reporting and stories for corporate and major donors

Program quality, risk, and systems

- Drafted and led design of charity: water's **Partner Vetting Policy**, the due diligence framework now used to screen every new partner, and led the working group that built it into Salesforce
- Scoped and commissioned independent technical assessments of partner programs in 3 countries, wrote consultant terms of reference, joined consultant and partner debriefs, and drove follow-through on action plans
- Facilitated a cross-partner learning session with Global Water Center comparing technical assessment findings for 3 Madagascar partners, surfacing lessons for the wider portfolio
- Managed **4 partner integrity investigations**, including 2 program terminations and a funds recovery, working with executive and fundraising teams on legal, financial, and reputational risk while treating partners with respect
- Led working groups to revise the bi-annual partner survey and design a team survey

Team leadership

- Managed 2 Water Programs Associates through weekly 1:1s, biannual reviews, and performance and development plans; served as hiring manager and covered the open role during recruitment
- Lead onboarding for new team members and have facilitated 8 to 10 internal learning sessions and partner webinars; took on extra grants to cover two colleagues' parental leaves

IMPACT Initiatives January 2020 – October 2021
Senior Assessment Officer (promoted twice from Junior Assessment Officer) Maiduguri, Nigeria
Third-party monitoring for DFID's £400M North East Nigeria Transition to Development (NENTAD) program, based in a conflict-affected hardship location

- Led monitoring components covering 4 implementing partners and 5 program components, from analysis plans and tools to monthly dashboards and partner feedback meetings
- Led 2 research projects end to end, from research questions and tools through analysis, final reports, and presenting findings to the donor, including a **COVID-19 response assessment across 3 states** (1,698 household surveys, 71 key informant interviews, 24 focus groups)
- Trained 12+ field officers to run focus group discussions and managed data collection logistics and quality through insecurity, flight cancellations, and COVID-19 disruptions
- Chaired monthly feedback meetings with partners to keep indicators relevant, and redesigned quarterly factsheets in InDesign so monitoring data was easier to use
- Part of a team whose work led DFID to expand its scope to monitor an additional grant; served as IMPACT's focal point for the MHPSS coordination group in Maiduguri

USAID Office of Transition Initiatives (through contractor McFadden) January – December 2019
Knowledge Management Assistant, Applied Best Practices and Coordination Team Washington, DC

- Organized and facilitated **4 multi-day start-up conferences** for new country programs and awards, including Colombia, Armenia, and Ethiopia, taking teams from a blank page to goals, priorities, and work plans
- Set up, facilitated, and analyzed After Exit Reviews for programs in Chad and Nicaragua and the START mechanism, capturing lessons for future program strategy
- Organized staff learning events and brown bags, wrote follow-up blogs, and conducted an internally published literature review on institutional memory
- Updated field guidance and toolkits on the knowledge management system, and worked with IT on releases and user data to recommend system improvements

UN Office for the Coordination of Humanitarian Affairs (OCHA) May – November 2017
Humanitarian Affairs Intern Geneva, Switzerland

- Supported interagency coordination and reporting, and compiled time-sensitive field inputs for senior meetings and Member State briefings

EDUCATION AND CERTIFICATES

Master of Social Work, University at Albany 2017
Concentration in macro-level social welfare and policy; Certificate of Graduate Study in Nonprofit Management and Leadership

Bachelor of Arts, Skidmore College 2015
International Affairs, minors in Government and Business Administration; semester in Paris, France

Facilitation Training, Training and Resources Group (2019) • Human Services Management Certificate, The Network for Social Work Management (2017)

BEYOND WORK

Yoga Instructor, 2016 – Present. Teach vinyasa classes a few times a week and plan and lead annual international yoga retreats, managing logistics, programming, and the participant experience from start to finish.

Languages: English (native), French (conversational)