



UNV VOLUNTEER TERMS OF REFERENCE

Preamble:

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development, and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UNV volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UNV volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UNV volunteers even more rewarding and productive.

- 1. UNV Assignment Title: UNV Paediatrician**
- 2. Type of assignment: International UNV volunteer**
- 3. Project Title: UNV medical doctors for the Ministry of Health & Social Welfare**
- 4. Duration: 24 months**
- 5. Location, Country: In the capital Maseru and in the districts of Lesotho**
- 6. Expected starting date: Immediately**

7. Brief Project Description:

Lesotho has a fairly developed network of health-care facilities which has dramatically improved the physical access to health services, particularly in respect of primary health care. This access has been improved even further after the government abolished user fees at health centre level. However, many of these health facilities require extensive renovation and rehabilitation to bring them up to a common standard. Through the health sector project of the Millennium Challenge Corporation¹ which is a compact agreed between the Government of Lesotho and the Government of the United States of America, up to 150 health facilities will be renovated during the next five years.

In addition to the dilapidated state of a significant number of health facilities, the country is suffering from poor staffing patterns in the health care facilities, which, combined, gradually erode the gains that have been made in improving the health care system of the nation. This is particularly so, in terms of medical doctors. In 2005, the doctor to population ration was 1:16,298 while the nurse to population ration was 1:2,226. This reflects a doctor to nurse ratio of 1:7. Patients suffering from a variety of disease conditions have to be at a health facility, especially if attending a hospital out-patient department, by 0500 hours and long queues are evident up to late in the afternoon. In the worst case scenario, some have to go home without having been attended to because of the shortage of doctors. This induces a lot of suffering among the patients; and could lead to loss of lives and evidently has a negative impact on the patients' economic status.

¹ <http://www.mcc.gov/press/events/2007/signing-072307-lesotho.php>



The human resource crisis forms a major concern for the Government of Lesotho and especially for health service provision in the Kingdom. A large number of trained clinical staff is being lost to South Africa and overseas countries while the demand for health services is ever increasing partly due to the HIV&AIDS pandemic. Repeated health workforce assessments also reveal an uneven distribution of the health workforce. While the majority of the population lives in rural areas, most health professionals work in urban areas or close to major cities. The MOHSW Human Resources Development and Strategic plan (2005-2025) identifies the HR needs and gives guidelines on the interventions to be employed to attain the required HR needs. Extensive efforts are being employed to ensure HR attraction and retention.

Within the context of the short-term Emergency Human Resource Plan, this joint programme has been developed in close collaboration with WHO, UNDP and UNV with the objective of supporting the Government of Lesotho by deploying Medical Doctors for the provision of health care services at different levels of the health care system. The proposed programme will be complementary to the comprehensive training programme for medical staff which WHO is supporting. Given the long duration (5 years) of this WHO training programme which allows medical staff to become qualified, it is imperative that a stop-gap measure is designed to make qualified medical staff available to ensure adequate delivery of health services. Therefore, the programme proposes to deploy qualified medical staff through the UNV volunteer programme. While this will be an effective stop-gap measure, placements of qualified medical staff will also go beyond this temporary objective through the development of long-term capacity of the medical professionals currently *in situ*.

8. Host Agency/Host Institute: Ministry of Health & Social Welfare, Government of Lesotho

9. Organizational Context:

The functions and responsibilities of the UNV paediatricians are:

- to build the technical capacity of relevant staff, supervise them daily, coordinate patient/client management as appropriate and liaise with other health workers and community members/relatives.

10. Type of assignment place: assignment with family/without family

The UNV volunteer may bring their family, if they so wish.

11. Description of Duties

Under the direct supervision of the Ministry of Health & Social Welfare, the UNV volunteer will undertake the following tasks:

All are relevant to the particular specialty, as follows:

- Take ultimate responsibility for management of patients/clients in specialty
 - Supervise the management of all patients/clients initiated by the juniors
 - In the clinical area, supervise outpatient clinical management of all referred patients from HAS/district hospitals and private doctors
 - In the clinical area, liaise with tertiary institutions on management of patients requiring services not available in Lesotho
 - In public health, review all submissions from HSAs/districts and private doctors
 - In public health, liaise with neighbours/regional authorities on shared and relevant priority programmes issues.
- Coordinate patient/client care with other health professionals
- Conduct technical needs assessment for junior staff and advise on relevant training
- Conduct regular staff performance appraisal
- Liaise with other departments on health policy issues



- Advise the MOHSW on disease patterns and current management as well as technical issues affecting policy
- Participate in the development of health policies
- Facilitate the training of doctors, nurses and other health workers as appropriate to specialty
- Deploy junior doctors allocated to specialty to ensure efficient service delivery
- Liaise with and recommend on procurement of equipment and supplies for the specialty
- Represent the department in relevant meetings and forums.

Furthermore, UNV volunteers are encouraged to:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and taking active part in UNV activities (for instance in events that mark IVD)
- Get acquainted with and building on traditional and/or local forms of volunteerism in the host country
- Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities
- Contribute articles/write-ups on field experiences and submitting them for UNV publications/websites, newsletters, press releases, etc.
- Assist with the UNV Buddy Programme for newly-arrived UNV volunteers
- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible
- Participate in the Lesotho Volunteer Forum/Lesotho Youth Volunteer Forum and actively engage in the promotion, advocacy and integration of the volunteer ethos across all sectors, in your capacity as a Ministry of Health & Social Welfare, UNV Medical doctor specialist
- Schedule, as part of your workplan, participation in key volunteer dates, for example, 12 August (International Youth Day); 24 October (UN Day) and 5 December (International Volunteer Day) and others as they may arise during the course of your UNV volunteer placement
- Report, as and when required, to UNV Lesotho and to UNV.

12. Results/Expected Output:

- Joint Programme Outcome(s): Improved and expanded equitable access to quality basic health services for all through the deployment of medical personnel as volunteers. This will also strengthen capacity to sustain universal access to HIV prevention, treatment, care and support. International volunteer specialists will be placed in different health facilities in Lesotho to provide improved medical services to the local population and to build local capacity to ensure the continued delivery of quality medical care after the International UNV volunteer placement has ended
- A final statement of achievements towards volunteerism for development during your assignment such as specific quantification of mobilized volunteers, activities, capacities.



13. Qualifications/Requirements:

REQUIRED SKILLS AND EXPERIENCE

Education and training: MB.ChB/MD with Post-graduate degree (M.Med/MPH or higher) in any of the recognized clinical or public health areas. Registration with the Lesotho medical, Dental and Pharmacy Council.

Experience and Competencies: A minimum of 4 years' relevant experience

RESPONSIBILITY

For Work of Others: The job requires its incumbent to take ultimate responsibility for performance in his/her area of specialty. The incumbent has to supervise and conduct training for the service providers.

For Property: Ultimately responsible for equipment allocated based on specialty needs

For Effect of Errors: The incumbent is responsible for errors that may be committed while on duty, which could result in loss of credibility for the profession and health facility.

For Safety of Others: The incumbent should ensure juniors are not unnecessarily involved in activities that may endanger their safety.

COMPLEXITY

Authority for Decision-Making: The incumbent bears the final responsibility and decides what is best for the patients/clients.

Problem Solving: The incumbent continuously has to explain activities to the service providers, especially on the technical content of the protocols and guidelines and their use.

Supervision received: The incumbent is expected to work independently and regularly report and obtain endorsement from the medical Superintendent and/or DGHS.

Dexterity: This is essential in performance of routine duties and as far as imparting technical skills to service providers.

CONTACTS

The job requires the incumbent to make contacts with:

1. The Medical superintendent/DGHS in obtaining endorsement and support for the decisions reached
2. Other Consultants in coordination of activities
3. Other Departments in the MOHSW as well as other relevant Ministries in pertinent meetings and forums.

EFFORT

Mental Effort: The job requires careful application of medical and other health principles and technical knowledge and skills in training service providers. Both of these require concentration.

Physical Effort: The job mandates long hours standing.

Emotional Effort: The job requires dealing with persons of all backgrounds and health workers of varied backgrounds, who are sometimes very demanding, impatient and may be uncooperative. This requires the incumbent to be tolerant, patient and understanding.

WORKING CONDITIONS

Working Hours: 42.5 hours/week (7.30 am to 12.00 noon and 1.00pm to 5.00pm on Monday to Friday every week) plus being on-cover and responding to on-cover calls as per the on-cover



roster which will always ensure that the services provided within the health services facility will always have specialist cover.

The job regularly requires working outside normal working hours including nights, often for prolonged periods of time.

Hazards: The job exposes the incumbent to communicable diseases and sometimes violent patients and situations.

14. Living Conditions:

Accommodation will be provided at the UN Compound if the UNV volunteer is based in Maseru. Alternatively, Government/Ministry of Health & Social Welfare/medical facility housing will be provided at the health facility in the districts, whichever applies.

15. Conditions of Service

A 24-month contract; monthly volunteer living allowance (VLA) intended to cover housing, basic needs and utilities, equivalent to US\$ 1729 for single person, US\$ 1979 for person with one dependant, and US\$ 2179 for person with two or more recognized dependants; settling-in-grant (if applicable); life, health, and permanent disability insurance; return airfares (if applicable); resettlement allowance for satisfactory service.

16. Application

If **you are not yet registered** in the UNV database, please apply by completing the UNV web application at the following link: <http://one.unv.org/main/?Lang=en> . **Important:** Please select the following code from the drop down menu of the first page of the application: **“09LES_PAED”**

If **you are registered** in the UNV database, please send your UNV ID number by email, and with **“09LES_PAED”** in the subject field of your message, to: volvacancy@unvolunteers.org

The United Nations Volunteers programme is committed to ensuring gender equity among UNV volunteers and welcomes applications from women.

Closing Date: 20 February 2010