

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

MMRR000160--Call Center Assistant Coordinator

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, UN 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, UN 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 UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	Myanmar
Host Institute	World Health Organization
Volunteer Category	National Specialist
Number of Volunteer	1
Duration	6 months
Expected Starting Date	25-10-2021
Duty Station	Yangoon [MMR]
Assignment Place	Non-Family Duty station
Assignment Place Remark	

Living Conditions

Myanmar, officially the Republic of the Union of Myanmar, is a sovereign state in Southeast Asia bordered by Bangladesh, India, China, Laos and Thailand. One-third of Burma's total perimeter of 1,930 km (1,200 miles) forms an uninterrupted coastline along the Bay of Bengal and the Andaman Sea. The country has an estimated population of 51 million people. Myanmar's capital city is Naypyidaw and its largest city is Yangon.

The country is ethnically diverse. The government recognizes 135 distinct ethnic groups but the Bamar form an estimated 68% of the population. Temperatures in Myanmar can vary from place to place. In general, the Myanmar climate is hot throughout the year, with temperatures averaging 27 degrees Celsius or 80 degrees Fahrenheit. The months of March, April, and May the weather in Myanmar can be very hot and humid, especially around the coastal regions. This increase in temperature is caused by the onset of the rainy season. Despite the hot temperatures, there are areas that can be quite pleasant. The interior areas such as Inle Lake and Bagan can be quite a bit cooler than the coastal regions. The mountainous areas can also be cooler as they have a much higher altitude.

Yangon is the busiest and most populous city in Myanmar. Yangon served as the capital of Myanmar until 2006, when the military

government relocated the capital to the purpose-built city of Nay Pyi Taw in central Myanmar. With over 7 million people, Yangon is Myanmar's largest city and its most important commercial centre. Yangon boasts of all modern amenities, malls, hotels, cafes and a well-served international/domestic airport.

Assignment Details

Assignment Title Call Center Assistant Coordinator

Organizational Context & Project Description

The mission of WHO in Myanmar is the attainment of the highest possible level of health by the people of Myanmar.

In order to provide effective support, the WHO country office leverages the three levels of the Organization: to focus support where it can make a difference; to place the right people in the right places; to engage partners effectively; to enhance communications; and to improve operational intelligence.

Priorities of WHO

WHO's general programme of work (GPW) sets medium-term priorities and strategies of the Organization. The World Health Assembly in May 2018 is expected to approve the 13th general programme of work, covering the period 2019–2023. It encompasses a set of three interconnected strategic priorities, strategic shifts and organizational shifts, as well as 10 outcomes to ensure healthy lives and promote well-being for all at all ages. The three strategic priorities are:

- Universal health coverage: 1 billion more people benefitting from universal health coverage
- Health emergencies: 1 billion more people better protected from health emergencies
- Healthier populations: 1 billion more people enjoying better health and well-being

Additional Information

WHO is committed to workforce diversity.

WHO's workforce adheres to the WHO Values Charter and is committed to put the WHO Values into practice.

WHO has a smoke-free environment and does not recruit smokers or users of any form of tobacco.

Sustainable Development Goals 3. Good Health and Well-being

Task description

Under the direct supervision of the WHO Medical Officer, Coordinator of the COVID-19 Case Management and Infection Prevention and Control on the Incident Management Team of WHO Myanmar, the National UN Volunteer will carry out the following tasks:

- Support the organization and invitation of the weekly meeting of the groups 1 and 2 of volunteers UN and INGOs Medical Doctors meetings activity volunteers of the Call Center directed to WHO, UN and INGO Staff
- Produce the report of the weekly meeting of the groups 1 and 2 of volunteers UN and INGOs Medical Doctors meetings activity volunteers of the Call Center directed to WHO, UN and INGO Staff
- Support the organization of updates in scientific information and novelties in COVID-19 for the volunteers of the Call Center
- Support the capacity building of the Staff of the UN who volunteered to be working in the Call Center
- Support the creation of the conditions to prepare a Global Report of the work of WHO in Myanmar on Case Management and IPC during the COVID-19 crises in the country.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV's Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN 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.

Results/Expected Outputs

- Compilation of information and written participation on the Global Report of WHO support to face the COVID-19 crises in Myanmar
- Produce weekly report of the volunteer's doctors meeting about the Call Center progress
- Produce as requested daily Dashboard of the Call Center activities
- As an active WHO Myanmar team member, efficient, timely, responsive, client-friendly and high-quality support rendered to WHO Myanmar and its beneficiaries in the accomplishment of her/his functions.
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

Required Degree Level Bachelor degree or equivalent

Education - Additional Comments

Batchelor's Degree in medical field.

Required experience 24 months

Experience Remark

: Minimum 2 years of relevant experience as a Medical Doctor;

Proficient in email applications, office applications

Ability to use MS Teams, Zoom

Language

- Burmese (Mandatory) , Level - Fluent
- AND - English (Mandatory) , Level - Fluent

Area of Expertise

- General human medicine (with clinical experience) Mandatory
- Other health related experience Mandatory

Area of Expertise Requirement

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Client Orientation

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W. www.unv.org

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- Commitment and Motivation
- Communication
- Empowering Others
- Ethics and Values
- Integrity
- Knowledge Sharing
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Vision
- Working in Teams

Conditions of Service and other information

Condition of Service

[Click here to view Conditions of Service](#)

Conditions of Service:

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance

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from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

Supervision, induction and duty of care of UN Volunteers ([Roles and Responsibilities of Host Entity](#))

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.

- Investigate misconduct: sharing reports with the UNV;

- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities' services during pandemics).

Application Code MMRR000160-10595

Application procedure

doa.apply_url <https://vmam.unv.org/candidate/show-doa/TU1SUjAwMDE2MA==>

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed

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to achieving diversity in terms of gender, nationality and culture.

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