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.

Country of Assignment
Congo

Host Institute
World Health Organization

Volunteer Category
International Specialist

Number of Volunteer
1

Duration
6 months

Possibility of Extension
Yes

Expected Starting Date
Immediate

Duty Station
Brazzaville [COG]

Assignment Place
Non-Family Duty station

Assignment Place Remark
Dependent on continuation of mandate, availability of funding, operational necessity and satisfactory performance; there is no guarantee of assignment extension.

Living Conditions
The Republic of Congo is a low-middle income country, located in Central Africa sub-region. The country shares boundaries with Gabon in the South-West, Cameroon and Central Republic Africa in the North and North East, the Democratic Republic of Congo in the East, Angola and Atlantic Ocean in the South.

Since 2014, the Republic of Congo is experiencing an economic downturn, affecting the economic growth (-5 per cent in 2017). Because of the persistent drop in the price of oil, this situation drove to the decline of the gross domestic product per capita, from $3,196 in 2013 to $1,658 in 2017. Nevertheless, the country is globally stable and safe in the main urban and rural areas.
Assignment Details

Assignment Title

Health Service Officer

Organizational Context & Project Description

The World Health Organization is a specialized agency of the United Nations Public Health Organization established in 1948. The objective of the World Health Organization shall be the attainment by all peoples of the highest possible level of health.

World Health Organization achieves its goals by performing its essential functions:

1. Take a leadership role in key health issues and create partnerships when joint action is needed;
2. Set research priorities and encourage the acquisition, application and dissemination of useful knowledge;
3. Setting standards and criteria and encouraging and monitoring them;
4. Develop ethical and evidence-based policies
5. Provide technical support, be an agent of change and build institutional capacity in a sustainable way;

Description of the project including relevant stakeholders, outcomes, etc

It has been demonstrated that most of the time health emergencies occur, all efforts are focused on the health emergency, leaving the routine health services unattended to. It has been estimated that during the EVD epidemic in West Africa (2014 – 2016) the deaths associated with lack of, and decreased utilization of, essential health services, were greater that the deaths directly due to Ebola Virus Disease epidemic. In the current COVID-19 pandemic, it has been observed from both anecdotal and routine health information systems that access and utilization of essential health services has fallen. Since the beginning of the COVID-19 pandemic, WHO is engaged with other partners in providing technical assistance to Member States to make sure that essential health services continue to be maintained while dealing with the pandemic.

A Framework for Action for continuation of Essential Health Services during COVID-19 Pandemic in African Region was developed and provide the context in which the thrust of the work on provision of essential health services during the pandemic will operate. In line with the framework, and because of the urgent need to put in measures to restore provision of essential health services during and after the pandemic, it was felt necessary to systematically engage the various Clusters responsible for the different service programs to contribute to maintaining the essential health services. Consequently, the Inter-Cluster Task Force (ICTF) on Health services continuity during COVID-19 pandemic and the full Health Service Continuity Pillar of IMST have been set up.

The decentralization of the HSC Pillar is in process. A sub-working group in charge of Health Service Continuity is functional at Nairobi Dakar Hub. The process of putting in place a sub-working group at Dakar Hub and the involvement of Inter Country Support Teams (ISTs) in the work of supporting Health Service Continuity are ongoing.

This UNV assignment is part of the Health Service Continuity Pillar of IMST at the Regional Office for Africa.

Sustainable Development Goals

3. Good Health and Well-being

Task description

Within the delegated authority and under the supervision of Health Service Continuity Team Leader or his/her designated mandated
representative(s), the UN Volunteer in charge of monitoring of continuation of essential health services will work with the HSC Team Lead, the information management team and the GIS team at the Regional Office, ISTs and Nairobi and Dakar Hubs, to support data collection, analysis and of use of the essential services monitoring tool and process through:

- Engaging continuously with selected country office surveillance teams in improving reporting on essential health services utilization;
- Contributing to the analysis of emerging data on continuity of essential services and develop monthly reports on emerging issues affecting continuity of essential services;
- Participating in developing policy briefs, best practice documentation and other knowledge products relating to essential services continuity;
- Building Member States capacities to monitor essential health services at country level;
- Participate to the assessment of the impact of Covid19 on health system performance in delivering essential health services;
- Any other related tasks as may be required or assigned by the supervisor.

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

As an active Health Serviced Continuity team member, efficient, timely, responsive, client-friendly and high-quality support rendered to WHO and its beneficiaries in the accomplishment of her/his functions, including:

- Tools for health service continuity monitoring are available at the Regional Office and disseminated at country level;
- A database of essential health service continuity (disruption of essential health services, best practices, lessons learnt, etc.) is available at the Regional Office and ISTs level;
- A monthly report on health service continuity monitoring is available at the Regional Office;
- Member States capacities are strengthened in monitoring of essential health services during the COVID-19 pandemic and other emergencies.

• 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

<table>
<thead>
<tr>
<th>Required Degree Level</th>
<th>Bachelor degree or equivalent</th>
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Education - Additional Comments

- A University degree in Medicine, health sciences, statistics, and other related fields
- Post-graduate degree in public or relevant training in monitoring and evaluation of health services or professional experience may be will be an added advantage.

Required experience 24 months

Experience Remark

- At least Two years' experience in monitoring and evaluation of health services at national and/or international level;
At least two years’ experience in the development and implementation of health essential services packages at country level

Understanding of GIS and experience with use of power bi application is essential.

Other relevant programmes; experience with WHO is an asset, as is experience working in the UN or other international development organization;

Language

- English (Mandatory), Level - Fluent
- AND - French (Mandatory), Level - Working Knowledge

Area of Expertise

- Monitoring and evaluation Mandatory
- Other health related experience Mandatory

Area of Expertise Requirement

Skills/knowledge

- Solid overall computer literacy, including proficiency in various MS Office applications (Excel, Word, PowerPoint, Health mapper, etc.). Excellent skills in using Epi-info, SPSS, Data and email/internet; familiarity with database management; and office technology equipment;
- Ability to work and adapt professionally and effectively in a challenging environment; ability to work effectively in a multicultural team of international and national personnel;

Language

Advanced level in English or in French and intermediate level in the other language

WHO Competencies

- Producing results
- Teamwork
- Communication
- Moving forward in a changing environment
- Respecting and promoting individual and cultural differences

Need Driving Licence

No

Competencies & Values

- Client Orientation
- Communication
- Respect for Diversity
- Vision
- Working in Teams

Conditions of Service and other information

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people across the globe, within countries and across borders. Such restrictions make it very difficult for international UN Volunteers to begin their assignments at their assigned duty station and UNV cannot guarantee assignments will proceed as normal.

Candidates for international UN Volunteer assignments during this period may be exceptionally granted alternative working arrangements to work from their place of recruitment until restrictions are lifted. This is at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss the likelihood of travel and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV’s offer.

In cases where the UN Host Entity partner has requested the UN Volunteer to perform their assignment remotely, the Post Adjustment Multiplier (PAM) and related entitlements to be paid may be adjusted to the temporary duty station from where the UN Volunteer has been requested to work if requested by the UN Host Entity.

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.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US$ 1,682. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website http://icsc.un.org.

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

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.
UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

**Supervision, induction and duty of care of UN Volunteers** *(Roles and Responsibilities of Host Entities)*

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 including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;

- 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;

- Inclusion of the volunteer in emergency procedures such as evacuations;

- 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**

COGR000143-9088

**Application procedure**

*Not yet registered in the UNV Talent Pool?*

Please first register your profile at [https://vmam.unv.org/candidate/signup](https://vmam.unv.org/candidate/signup). Important: After creating your account, complete all sections of your profile and submit it. Then go to ‘My Page’ at [https://vmam.unv.org/candidate/mypage](https://vmam.unv.org/candidate/mypage) and click on the ‘Special Calls’ hyperlink. Lastly, select the special call to which you would like to apply.

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*Already registered in the UNV Talent Pool?

Please first update your profile at [https://vmam.unv.org/candidate/profile](https://vmam.unv.org/candidate/profile). Then go to ‘My Page’ at [https://vmam.unv.org/candidate/mypage](https://vmam.unv.org/candidate/mypage) and click on the ‘Special Calls’ hyperlink to select the special call to which you would like to apply.

**Application deadline:** 01-04-2021

doa.apply_url [https://vmam.unv.org//candidate/show-doa/Q09HUjAwMDE0Mw==](https://vmam.unv.org//candidate/show-doa/Q09HUjAwMDE0Mw==)

**Disclaimer**

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.*