ZMBr000155--Quality of Care & Service Delivery Technical Officer

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

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>Zambia</th>
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<tbody>
<tr>
<td>Host Institute</td>
<td>World Health Organization</td>
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<tr>
<td>Volunteer Category</td>
<td>National Specialist</td>
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<tr>
<td>Number of Volunteer</td>
<td>1</td>
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<tr>
<td>Duration</td>
<td>48 months</td>
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<td>Expected Starting Date</td>
<td>01-07-2020</td>
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<tr>
<td>Duty Station</td>
<td>Lusaka [ZMB]</td>
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<tr>
<td>Assignment Place</td>
<td>Family Duty Station</td>
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- None.

Living Conditions

Lusaka became the capital city of Zambia in May 1935. Lusaka’s central position in Zambia and its extremely pleasant climate were two of the main reasons for its selection as the capital. It is a metropolis, which provides a home to about two and half million (2.5M) inhabitants of many different nationalities. It has grown to become the seat of the Government of the Republic of Zambia and as such all diplomatic missions, international organizations, industrial and commercial entities have set base. Its political, social, economic and cultural significance has also increased through the years. Lusaka has all amenities in place that would make visitors stay comfortable. For more info, visit: http://www.zambiatourism.com.
Assignment Details

Assignment Title: Quality of Care & Service Delivery Technical Officer

Organizational Context & Project Description

The WHO Regional Office for Africa is one of WHO’s 6 regional offices around the world. It serves the WHO African Region, which comprises 47 Member States with the Regional Office in Brazzaville, Republic of Congo. As the lead health authority within the United Nations (UN) system, we work with the Member States in the African Region and development partners to improve the health and well-being of people.

The Regional Office’s work involves translation of global health initiatives into regional plans that respond to the specific needs and challenges of countries in the Region. The Regional Office support countries to achieve better health outcomes through technical and policy advice, development of norms and standards, generation and sharing of knowledge and convening health partners. Together with countries, the health objectives are attained by supporting national health policies and strategies.

The incumbent will contribute to efficient organization of health services delivery that ensures access to essential service packages of good quality, ensuring the safety of both patients and health workers from service induced infections and other effects.

The Technical Officer will also ensure that districts have safe, functional and resilient health services with good engagement between communities and staff.

The incumbent will develop and implement health systems based on primary health care, supporting universal coverage.

Sustainable Development Goals

3. Good Health and Well-being

Task description

Within the delegated authority and under the supervision of the WHO Country Representative or the Director, Technical Cluster in the Regional Office, the UN Volunteer will:

- Support the WHO Country Office or Regional Office in the establishment and development of best practices in service delivery and quality systems design and foster the development and implementation of evidence-based policies and strategies;
- Encourage the dissemination of evidence-based research results, tools and best practices on service delivery and quality systems. Encourage information-sharing and assist to develop and maintain databases with reliable and accurate data and information;
- Provide technical expertise for the development, implementation and strengthening service of delivery strategies within the context of existing national strategic plans. Support establishing guidelines to ensure effective coordinated and integrated people-centered health services delivery with emphasis on quality management systems, capacity building and strengthening partnerships.
Support monitoring and evaluation and reporting on the country’s trends and progress;

- Perform any other related responsibilities as assigned, including replacing and backstopping for others as required;

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

- WHO Country Office or Regional Office supported in the establishment and development of best practices in service delivery and quality systems design and the development and implementation of evidence-based policies and strategies fostered;
- Dissemination of evidence-based research results, tools and best practices on service delivery and quality systems encouraged. Information sharing encouraged, and assistance provided in developing and maintaining databases with reliable and accurate data and information;
- Technical expertise for the development, implementation and strengthening service delivery strategies within the context of existing national strategic plans provided. Support provided in establishing guidelines to ensure effective coordinated and integrated people-centered health services delivery with emphasis on quality management systems, capacity building and strengthening partnerships. Support provided in monitoring and evaluation and reporting on the country’s trends and progress.

- 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

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<tr>
<th>Required Degree Level</th>
<th>Bachelor degree or equivalent</th>
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<tbody>
<tr>
<td>Education - Additional Comments</td>
<td>Bachelor’s degree in a clinical health profession (e.g., Medicine, Nursing etc). A Post-graduate</td>
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</table>
Degree or recognized specialist qualification in clinical sciences is an added advantage. Training in quality control systems and/or in infection prevention and control practices.

**Required experience**
36 months

**Experience Remark**
- At least 3-5 years of clinical work experience at the national and/or international level. Experience in development and implementation of service quality standards.

**Language**
- English (Mandatory), Level - Fluent

**Area of Expertise**
- General human medicine (with clinical experience) Mandatory

**Area of Expertise Requirement**
- Expertise in clinical and other health service delivery systems and quality of care programmes.
- Experience in data collection, analysis, monitoring and evaluation in health services delivery.

**Need Driving Licence**
No

**Competencies & Values**
- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Empowering Others
- Ethics and Values
- Integrity
- Judgement and Decision-making
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Working in Teams

**Conditions of Service and other information**
Conditions of Service:

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 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

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.

Application Code          ZMBR000155-6630

Application procedure

* Not yet registered in the UNV Talent Pool? First register your profile at 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 and click on the ‘Special Calls’ hyperlink. Lastly, select the special call to which you would like to apply.

*Already registered in the UNV Talent Pool? First update your profile at https://vmam.unv.org/candidate/profile. Then go to ‘My Page’ at 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.

FOR National UN Volunteer assignments ONLY This is a national UN Volunteer assignment, therefore only nationals of Sao Tome and Principe and legal residents in Sao Tome and Principe with a residency permit, the status of refugee or with the status of being stateless are eligible to apply. Don’t forget to tick the yes box for: “I am interested in serving as a volunteer in my own country.” This assignment is in the framework of the Africa Women Health Champions to improve health and gender equality initiative. Female candidates are strongly encouraged to apply.

Application deadline: 31 March 2020

doa.apply_url          https://vmam.unv.org//candidate/show-doa/Wk1CUjAwMDE1NQ==

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.