El programa de Voluntarios de las Naciones Unidas (VNU) es la organización de la ONU que contribuye a la paz y al desarrollo en todo el mundo por medio del voluntariado. El voluntariado es una forma poderosa de involucrar a los ciudadanos para hacer frente a los desafíos en materia de desarrollo, y capaz de transformar el ritmo y la naturaleza del mismo. El voluntariado beneficia tanto al conjunto de la sociedad como a los voluntarios, fortaleciendo la confianza, la solidaridad y la reciprocidad entre las personas y creando oportunidades de participación apropiadas. Para impulsar la paz y el desarrollo, el programa VNU promueve el reconocimiento de la contribución de los voluntarios, trabaja con sus asociados para integrar el voluntariado en los programas de desarrollo y moviliza en todo el mundo a un número cada vez mayor y más diverso de voluntarios, incluidos Voluntarios de las Naciones Unidas. El programa VNU entiende el voluntariado como universal e incluyente, y reconoce el voluntariado en toda su diversidad, así como los valores que lo sustentan: libre albedrío, entrega, compromiso y solidaridad. En la mayoría de las culturas, el voluntariado está profundamente arraigado en antiguas tradiciones de cooperación y apoyo fuertemente establecidas entre las comunidades. En este contexto los Voluntarios de las Naciones Unidas participan en varias formas de voluntariado y juegan un papel esencial en el desarrollo y la paz junto a sus colegas, agencias receptoras y comunidades locales. En todas las asignaciones, los Voluntarios de las Naciones Unidas promueven el voluntariado por medio de su acción y conducta. La participación en actividades voluntarias puede enriquecer efectiva y positivamente su entendimiento de la realidad local y social, así como también crear un puente entre los voluntarios y la gente de la comunidad receptora. Esto hará que su tiempo como Voluntario de la ONU sea aún más satisfactorio y productivo.

**Información general**

- **País de la asignación**: Zambia
- **Agencia / Entidad Anfitriona**: World Health Organization
- **Categoría de Voluntariado**: National Specialist
- **Número de Voluntario**: 1
- **Duración**: 48 meses
- **Fecha de Inicio Esperada**: 01-07-2020
- **Lugar de Destino**: Lusaka [ZMB]
- **Lugar de Asignación**: Lugar de Destino Apto para Familias

**Observación sobre el lugar de asignación**

- None.

**Condiciones de vida**
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.

**Detalles de la Asignación**

**Título de asignación**  
Quality of Care & Service Delivery Technical Officer

**SP Contexto Organizativo & descripción del proyecto.**

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

**Descripción de la tarea**

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;

Además de lo anterior, a los Voluntarios de la ONU se les insta a:

- Fortalecer su conocimiento y entendimiento sobre el concepto de voluntariado por medio de la lectura de publicaciones pertinentes tanto del programa VNU como externas, así como desempeñar un papel activo en las actividades del programa VNU, como por ejemplo en los eventos de conmemoración del Día Internacional del Voluntariado (DIV);

- Conocer y desarrollar las formas tradicionales y/o locales de voluntariado en el país anfitrión;

- Reflexionar sobre el tipo y la calidad de la acción voluntaria que se lleva a cabo, incluida su participación en actividades realizadas periódicamente;

- Contribuir con artículos/criticas (opiniones) de las experiencias en el terreno y enviarlas a la sede para su publicación en el sitio web, publicaciones, panfletos/boletines, notas de prensa, etc. del programa VNU;

- Ayudar con el Programa de Mentores para los nuevos Voluntarios de la ONU;

- Asesorar a grupos locales en el uso del servicio Voluntariado en Línea del programa VNU o promover el uso del servicio con individuos y organizaciones locales pertinentes cuando sea técnicamente posible;

Resultados / Resultados esperados

- 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

Cualificaciones/Requisitos

Nivel de Grado Requerido
Bachelor degree or equivalent

Educación - Comentarios Adicionales

• Bachelor’s degree in a clinical health profession (e.g., Medicine, Nursing etc). A Post-graduate 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.

Experiencia Necesaria
36 meses

Comentarios sobre la experiencia

• 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.

Lingüísticas

• English (Mandatory), Nivel - Fluent

Área de Experiencia

• General human medicine (with clinical experience) Obligatorio

Requisito de área de experiencia

• 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.

Necesita Licencia de Conducir
No

Competencias y Valores

• 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
Condiciones del servicio y otra información

Condiciones de servicio

Click here to view Conditions of Service

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.

Código de aplicación: ZMBR000155-6630

Procedimiento para la aplicación

* 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/WkICUjAwMDE1NQ==
Advertencia

El programa de Voluntarios de las Naciones Unidas es un programa basado en la igualdad de oportunidades, que recibe gratamente aplicaciones por parte de profesionales cualificados/os. Estamos comprometidos a lograr la diversidad en términos de género, nacionalidad y cultura.