

The mission of WHO is the attainment by all peoples of the highest possible level of health.

Vacancy Notice No: EURO/14/FT343

Date: 3 July 2014

Title: Head of Office, Management of primary health care and services delivery systems (Almaty)

Application Deadline: **31 July 2014**

Grade: P5

Duty Station: Almaty, Kazakhstan

Contract type: Fixed-Term Appointment

Organization unit: EURO Europe Regional Office (EU/RGO) /

Duration of contract: Two years (1) See Additional Information below

EU/DSP Health Systems and Public Health (EU/DSP)

Health Services Delivery Programme (HSD)

OBJECTIVES OF THE PROGRAMME :

The Health Services Delivery Programme - guided by the health system strengthening objectives of the Division of Health Systems and Public Health - aims ultimately to enhance the support provided to Member States in their efforts to optimize the provision of people-centred, coordinated/integrated health services delivery for improved health outcomes. Work within the Programme is encompassed by the development of a Framework for Action towards Coordinated/Integrated Health Services Delivery - a comprehensive, action-oriented work plan to support Member States with the resources (tools, instruments and competencies) for leading and managing service delivery transformations.

The new Centre in Almaty is to work in close partnership with the Regional Office as a satellite unit of the Health Services Delivery Programme in Copenhagen for an increased presence in countries as a hub of learning and resources on strengthening primary health care-led service delivery. The Programme's core vision for optimizing the health service delivery function works across the following four areas: (i) sound governance arrangements and management of service delivery, ensuring a clear vision and institutional arrangements for implementation, supervision and continuous performance improvement; (ii) people-centred models of care, designing core services along a full continuum of public health, personal and social care services for the coordinated/integrated provision of care; (iii) the organization of providers with system functions of payment and incentives, information, and other resources aligned to ensure defined models of care are standardized and of high-quality; and (iv) continuous performance improvements, safeguarding the quality of services through a proactive feedback system on performance supported by learning strategies and opportunities for enhanced competencies.

Mandate of Centre for Primary Health Care

The function of the new Centre has been defined according to four core pillars, to which the technical staff in alignment with the Health Services Delivery Programme are expected to work:

1. Knowledge synthesis: Ensuring a conceptually sound and continuously evolving evidence-based informs the foundation for technical assistance, systematizing innovative thinking and evidence and organizing messages into a common narrative and vision for priorities in-house.
2. Country support: Providing technical assistance as requested by Member States, leveraging experiences across countries by documenting and collocating practices to optimize the delivery of services.
3. Policy analysis for change management: Deciphering priority lists of actions, policy options, mechanisms and tools for processes like leading and managing service delivery transformations,

coordinating capacity building and training programmes and disseminating policy tools and instruments.

4. Alliances and networking: Identifying synergies with global health initiatives and fostering meaningful partnerships with leading academic institutions, think tanks, donors and international organizations and collaborating with Development Partners and other actors working with and across Member States.

Description of duties:

Under the technical guidance of the Health Services Delivery Programme Manager of the Division of Health Systems and Public Health the incumbent will assume the following core responsibilities and achieve the stated tasks:

A. Core tasks in advisory role for country-specific support

1. Providing technical assistance to Member States in defining a vision and realizing the implementation of transformations in health service delivery, including the central planning, policy development, implementation and supervision of care towards high-quality, people-centred primary health care-led service delivery that is coordinated and integrated across public health, personal and social care services and between primary care, hospital care, home, community and long-term care.
2. Developing innovative, comprehensive technical co-operations to support Member States in the re-orientation of health care services towards more comprehensive and coordinated/integrated care with emphasis on the continuity of services across the life course extending from health promotion and prevention to rehabilitative and palliative care, with due attention to vulnerable populations, gender and cultural sensitivity called for to overcome health inequities.
3. Advising on the design of national action frameworks for the implementation of efforts towards more people-centred health systems for coordinated/integrated health services delivery, including related monitoring frameworks, service delivery data, and specific areas of expertise like the alignment of resources and incentives as called for by design.
4. Supporting Member States in building partnerships and policy dialogue for strengthening health care services, engaging relevant key stakeholders in the context of their national health strategies while ultimately aiming to foster the national capacity for defined priorities to be realized.

B. Core tasks in technical role for inter-country work

1. Supporting trainings of national leadership and sub-national managers, developing skills and competencies in areas including the strategic planning of services, managing change and leading continuous performance improvements for the implementation of defined priorities synergistically across the health system for fully embedded transformations of the service delivery function.
2. Pooling resources, tools and regulatory mechanisms to be called upon by senior leadership and policy makers for strengthening institutional relationships including accountability, participation and cooperation/collaborations that promote local autonomy where relevant and create the conditions for meaningfully engaging the public and health care workforce.
3. Consolidating resources, guides and methodologies for planning facility renewal, including the upkeep of infrastructure and maintenance of equipment across primary care, hospitals and other sites of care in delivery systems.
4. Developing methods for analysing managerial capacity nationally as well as sub -nationally and improving the knowledge base on strategic change management, the competencies of leadership and the optimization of the health system governance function in order to ensure well-managed service delivery systems that continuously feedback performance information and act on opportunities for improvement.

C. Core tasks in managerial role

1. To provide leadership and managerial oversight to the work of the Centre's technical staff and the site's daily operations.
2. To mobilize resources to efficiently delivery services and products, developing implementation plans and organizing and managing both financial and human resources needed to achieve results.

3. To be responsible for the allocation of resources according to country cooperation agreements, monitoring costs and seeking to use the most cost-effective methods for planned activities.
4. To perform the general management of the Centre's professional and general service staff, as a first level supervisor (to include monitoring of workload, funds availability, performance management and to establish mechanisms which ensure proper coordination within the team regarding travel, holidays), including, in liaison with the Heads of Country Offices and technical programme staff based outside of Copenhagen.
5. To regularly monitor and assess the performance of the Centre through established measures for evaluating the progress of planned activities, overseeing the continued alignment with the Health Services Delivery Programme.

REQUIRED QUALIFICATIONS

Education:

Essential: Advanced university degree in health management, public health, nursing/midwifery, health policy, public administration, business management and organizational sciences or other related field from an accredited institution.

Desirable: Doctoral degree in any of the above-mentioned advanced degrees.

Skills:

Functional skills and knowledge

- In-depth knowledge of health systems and understanding of core health system functions of governance, financing and resource generation informed by the values and principles of a primary health care approach is essential.
- Knowledge and skills in the formulation of technical cooperation interventions and in the development of criteria for evaluating programme interventions with emphasis on health services.
- Demonstrated ability to effectively use a computer and software programmes such as Microsoft Office Word, Excel, Power Point and Outlook.

Desirable: Familiarity with the socio-demography and political economies that make up the Region's 53 Member States. Knowledge of the WHO and UN system. Other IT skills and knowledge of other software programmes.

Competencies: see WHO Global Competencies model at <http://www.who.int/employment/competencies/en/>

1. Communicating in a credible and effective way: Excellent writing abilities, as reflected in a history of high-quality and concise technical reports. Excellent presentation skills, as reflected in a history of high-quality technical and policy related presentations in international fora.
2. Ensuring effective use of resources: The incumbent identifies priorities in accordance with WHO strategic directions, develops and implements action plans, organizes the necessary resources and monitors outcomes.
3. Moving forward in a changing environment: Ability to propose new approaches and ideas, adapting and responding positively to change. Recognize opportunities for improvement, adapting readily and efficiently to changing priorities and demands.
4. Building and promoting partnerships across the Organization and beyond: Ability to build and maintain internal and external partnerships, promoting synergies between the work of WHO and external partners. Encourages mutually beneficial working relationships both inside and outside the Organization to achieve results.
5. Promoting innovation and Organizational learning: Encouraging a culture of continuous learning and innovation, using feedback in a way to increase effectiveness. Establishing an environment for learning and development and accepting a sense of responsibility for improving the Organization.

Experience:

Essential:

- At least ten years of experience at progressively responsible levels, of which a minimum of five years in an international setting in a planning and management role related to health systems and the

delivery of integrated primary care, hospital and public health services.

- Demonstrated experience working with or advising Ministries of Health and/or other government/high-level officials, providing technical assistance in the field of health services in hospital settings and primary care settings.
- Demonstrated experience in policy formulation, regulation, financing, purchasing of services, capacity building or research in integrated health care delivery systems defined by a primary health care-led approach to service provision.

Desirable: Experience working in the UN system at country and/or regional level or with other multi- and bilateral development agencies active in the health sector.

Languages:

Essential: Excellent knowledge of written and spoken English.

Desirable: Proficiency in Russian.

Additional Information:

(1) Extension of appointment is subject to a) satisfactory performance, b) continued need for the function, and c) availability of funds.

Similar positions at the same grade may be filled using this vacancy notice.

WHO has an on-line recruitment system, therefore **ONLY** applications submitted on-line at www.who.int/employment/en will be accepted.

All on-line applications are automatically acknowledged. If you do not receive an e-mail within 24 hours confirming receipt of your application, you should verify your on-line profile. In case of repeated difficulties, contact by e-mail HrsRecruitment@euro.who.int indicating the vacancy **title and number** in the subject line.

A written test will be used as a screening tool. Successful test candidates will be invited to a competency based interview which will include an oral presentation.

Annual salary: (Net of tax)

USD 80 887 at single rate

USD 87 069 with primary dependants

This vacancy notice may be used to fill other similar positions at the same grade level.

Online applications are strongly encouraged to enable WHO to store your profile in a permanent database. Please visit WHO's e-Recruitment website at: www.who.int/employment. The system provides instructions for online application procedures.

All applicants are encouraged to apply online as soon as possible after the vacancy has been posted and well before the deadline stated in the vacancy announcement.

WHO is committed to workforce diversity.

Any appointment/extension of appointment is subject to WHO Staff Regulations, Staff Rules and Manual. Only candidates under serious consideration will be contacted.

Currently accepting applications

Off-line applications should be sent to:

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