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Vacancy Notice No: EURO/14/FT382

Date: 22 July 2014

Title: Technical Officer, Models of Care for Coordinated/Integrated Health Services Delivery (Almaty)

Application Deadline: **14 August 2014**

Duty Station: Alma-Ata, Kazakhstan

Grade: P4

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

Contract type: Fixed-Term Appointment

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

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

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.

### **Purpose of the position**

To provide technical assistance at the request of Member States to strengthen health services delivery, supporting the definition of services across the full continuum of care, for both episodic needs and throughout the life course, and the tools, including care pathways and service delivery protocols, for ensuring the coordinated/integrated, people-centred provision of services. To develop a technical portfolio of work for the strategic development and introduction of standardized care practices, including population stratification techniques, tools for the introduction of defined core services and pathways into practice across a full continuum of public health, personal care and social care services, and pooling resources for engaging patients and raising public knowledge towards improved health literacy and patient empowerment. To promote a systemic orientation to health services delivery strengthening, working in partnership with other technical staff of the Centre for Primary Health Care in Almaty, Kazakhstan and the Health Services Delivery Programme at the Regional Office for Europe, for the successful realization of co-operations with Member States.

### Description of duties:

Under the guidance of the Centre's Head of Office and the Health Services Delivery Programme Manager, 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 for the strategic development and introduction of standardized care practices, including clinical protocols, diagnostics and therapeutic algorithms and datasheets and ensuring the service delivery system arrangements and organizational principles are in place for their regular supervision and feedback on performance.
2. Developing innovative, comprehensive technical co-operations to support Member States in defining a standardized basic package of core services that extends across the full continuum of care and across the life course - from public health services, to personal care and social services -and which is based on an evidence-informed understanding of needs and engagement of the public and other key stakeholders.
3. Advising on the application of population stratification principles for the optimal definition of core service, tailored to ensure services are provided in accordance to an individual's clinical risk, health and socio-health needs.
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.
5. Supporting countries to identify linkages between health services delivery with public health services and social care, advising on mechanisms for optimal coordination and strategizing organizational arrangements called for.

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

1. Synthesizing experiences and resources for preparing, approving and implementing modern-evidence based clinical protocols, decision supports and/or algorithms for standardized services towards people-centred health services delivery.
2. Pooling resources, tools and practices for engaging patients and raising public knowledge on care seeking practices, empowering people through information for behavioural change and ensuring people-centred services are realized.
3. Identifying methods and mechanisms for strengthening the coordination/integration of service delivery

models of personal care, public health services, and social care services, linking across the service delivery system always informed by a primary health care approach.

4. Synthesizing methods and mechanisms to strategically target or stratify segments of the population in order to ensure services uphold equity principles in defining models of care.

## REQUIRED QUALIFICATIONS

### Education:

**Essential:** University degree in medicine, nursing/midwifery, physiotherapy, or pharmacy from an accredited institution, and an advanced university degree in public health, health policy, social sciences, public administration, education or a related field.

**Desirable:** Doctoral degree in public health, health policy, social or political sciences.

### Skills:

#### **Functional skills and knowledge**

**Essential:** Knowledge and skills in the formulation of technical cooperation interventions and in the development of clinical protocols, diagnostics and therapeutic algorithms and data sheets.

Demonstrated ability to effectively use a computer and software programmes such as Microsoft Office Word, Excel, Power Point and Outlook.

**Desirable:** In-depth knowledge of health systems and basic understanding of core health system functions of governance, financing and resource generation informed by the values and principles of a primary health care approach. Familiarity with 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. Fostering integration and teamwork: Ability to develop and promote effective relationships with colleagues and team members. Deals constructively with conflicts. Encourages cooperation and facilitates resolutions when faced with challenges.
2. 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.
3. 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.
4. Setting an example: Demonstrates consistency between expressed principles and behaviours. Actions align with WHO's professional boundaries and encourages others to adhere to these.
5. 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.

### Experience:

**Essential:** A minimum of 7 years of professional experience, including at least 3 years of progressively responsible international experience in technical areas related to:

- the design and organization of coordinated/integrated population and individual health and social services;
- update and dissemination of clinical protocols and guidelines;
- decision supports and/or algorithms for standardized services and,
- empowering people.

Experience in interacting with a broad range of health stakeholders in personal care and public health services at both the international and country-specific level.

**Desirable:** Professional experience working in the UN in general, WHO in particular, and/or other international organizations.

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](http://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](mailto:HrsRecruitment@euro.who.int) indicating the vacancy **title and number** in the subject line.

A written test will be used as a screening tool. An oral presentation will be part of the interview process of successful test candidates.

Annual salary: (Net of tax)

USD 67 611 at single rate

USD 72 605 with primary dependants

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

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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](http://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.

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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.

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**Currently accepting applications**

Off-line applications should be sent to:

WHO has an on-line recruitment system, therefore **ONLY** applications submitted on-line at [www.who.int/employment/en](http://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](mailto:HrsRecruitment@euro.who.int) indicating the vacancy **title and number** in the subject line.



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