

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

Vacancy Notice No: EURO/14/FT361

Date: 11 July 2014

Title: Technical Officer Quality of Health Services Delivery and Continuous Performance Improvement (Almaty)

Application Deadline: **10 August 2014**

Grade: P4

Duty Station: Alma-Ata, 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 Systems 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, ensuring processes that safeguard the quality of services and the monitoring and continuous feedback on opportunities for improvement in the delivery of services. To develop a technical portfolio of work for strengthening the quality of care and ensuring continuous performance improvement, looking to the accreditation and certification of providers, techniques for strengthening competencies and promoting the regular renewal of skills, resources towards a learning system and mechanisms for the standardization of high-quality care practices across the full continuum of services, from public health, to personal and social care. 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 and the defined programmes and projects.

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 standardization of training and retraining requirements of health professionals, promoting the implementation of innovative approaches, such as; learning-by-doing through problem-solving techniques.
2. Developing innovative, comprehensive technical co-operations to support Member States in the strategic design of feedback loops for performance evaluations, including skills, resources and time needed for service delivery improvements.
3. Advising on modern certification standards and supporting the accreditation and reaccreditation of the health workforce inline with a country's model of care, in order to ensure the competencies of the health workforce promote the coordination/integration of care across public health, personal care and social care services.
4. Supporting the regular and internal auditing of performance and related tools and competencies needed centrally and sub-nationally, including conducting a root cause analysis or other structured methods for analyzing opportunities for improving performance.
5. 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. Pooling learning resources and disseminating best available evidence on practices and platforms for improving the performance of health professionals related to clinical skills as well as interpersonal skills, such as respecting the autonomy of patients, upholding stipulations around confidentiality, and promoting the dynamic flow of communication with patients, towards high-quality, people-centred health services delivery.
2. Developing diagnostic tools to assess the state of competencies, education and training of the health workforce, building an evidence-base towards systems of continuous performance improvement.
3. Developing process resources for the integration of new competencies into practice, including the planning, development, introduction, supervision and regular monitoring and feedback on adherence and opportunities for continuous quality improvement.

4. Identifying methods and mechanisms for strengthening engagement and meaningful collaborations between patient and professional associations, promoting a cultural change in the provision of services to uphold the principles of primary health care and ensure people-centred service delivery.

REQUIRED QUALIFICATIONS

Education:

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

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

Skills:

Functional skills and knowledge

Essential: Knowledge and skills in the formulation of technical cooperation interventions and in the development of diagnostic tools for performance evaluation of the quality of health services delivery. 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 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. Producing results: Produces and delivers quality results. Is action oriented and committed to achieving outcomes. Proven ability to plan, analyse and implement sound practices and procedures. Takes initiative and works well under time constraints.
2. 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.
3. Respecting and promoting individual and cultural differences: Relates and works well with people of different cultures, gender and background. Draws on diversity of skills, background and orientations to achieve more effective 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. Creating an empowering and motivating environment: Encourages colleagues and team members to meet challenges and achieve objectives. Promotes ownership and responsibility for desired outcomes.

Experience:

Essential:

- A minimum of 7 years of professional experience, including at least 3 years of international experience with progressive responsibility in technical areas related to health services delivery and quality improvement, performance monitoring and evaluation, accreditation and certification of health professionals and learning and competencies development for health providers.
- Demonstrated experience in health policy analysis and developing, planning and/or monitoring evaluation of service delivery programmes.
- Experience interacting with a broad range of health stakeholders both globally and country level, including directly with health professionals.

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 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 67 611 at single rate

USD 72 605 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:

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.



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