

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

Vacancy Notice No: HQ/15/FT351

Date: 2 July 2015

Title: Technical Officer (Primary Health Care Services & Family Medicine)

Application Deadline: 23 July 2015

Grade: P4

Duty Station: Geneva, Switzerland

Contract type: Fixed-term Appointment

Organization unit: HQ Headquarters (HQ) /
HQ/HIS Health Systems and Innovation (HQ/HIS)
HQ/SDS Service Delivery and Safety (HQ/SDS) , HQ/SCI
Services Organization and Clinical Interventions (HQ/SCI)

Duration of contract: One year, renewable, subject to satisfactory performance and continuing need for the post

OBJECTIVES OF THE PROGRAMME :

The Health Systems and Innovation (HIS) cluster mission includes fostering innovation for better health and supporting Member States to promote Universal Health Coverage (UHC) by strengthening health systems and innovative approaches. Policy dialogue, informed by best evidence and systematic learning, and supported by capacity strengthening, aims to improve equity in health, access, coverage, quality and efficiency of health services. The mission of the Service Delivery and Safety (SDS) Department is to develop models, strategies and guidance to support countries in all parts of the world to improve the quality, safety, integration and responsiveness of health services' delivery, with a particular focus on primary health care. SDS has been established as a "centre of excellence" focusing on issues of policy, organization, integration, coordination and measurement of key dimensions of service delivery, from health promotion to prevention, treatment, rehabilitation and palliation. Specifically, to provide technical support to WHO Member States in developing people-centred, family-oriented and community-based primary care services that are well integrated with the rest of the health care delivery system and social services within the context of health systems strengthening and in response to regional and national needs and priorities; and to collaborate with national and international organizations for increasing access to quality primary care services worldwide and advocate for this area of work.

Description of duties:

The Technical Officer will be a member of the Services Organization and Clinical Interventions Unit (SCI) in the Service Delivery and Safety (SDS) Department. His or her primary responsibilities will be to provide technical and scientific input to the department on integrated people-centred primary health care services and family medicine. In addition, the Technical Officer will serve as liaison person on primary health care services and family medicine topics within SDS and across different disease-specific programmes hosted at WHO Headquarters.

The Technical Officer's more specific roles and responsibilities will include the following:

- Developing technical cooperation initiatives and activities related to the organization, management and delivery of health care services, particularly in the areas of primary health care services, extension of essential health services to underserved populations, family and community-oriented health services, and family medicine.
- Providing policy advice to Member States in the development and/or adaptation of their national health policies, strategies and plans in support of the implementation of primary health care systems and family medicine programmes.
- Developing norms, standards, guidelines, tools and new technologies for the advancement of primary health care services and family medicine.
- Supporting the process of monitoring and evaluating the performance of primary care health services.

- Collaborating in inter-programmatic initiatives across WHO Clusters, emphasizing collaboration with priority disease-specific programs, particularly those related to universal health coverage and the post-2015 development agenda.
- Supporting knowledge management, action-learning cycles, and implementation research on primary health care services and family medicine.
- Collaborating in the development of communities of practice, alliances and networks in support of Primary Health Care (PHC), including the development of a Web-based platform on people-centred and integrated health services.
- Supporting Member States in building partnerships and coalitions for health services strengthening engaging politicians, other sectors, NGOs, community based and other civil society organizations, and other relevant regional stakeholders.
- Collaborating across SDS and WHO on other relevant technical projects. Other duties as assigned.

REQUIRED QUALIFICATIONS

Education:

In the event that your candidature is retained for an interview, you will be required to provide, in advance, a scanned copy of the degree(s)/diploma(s)/certificate(s) required for this position. WHO only considers higher educational qualifications obtained from an institution accredited/recognized in the World Higher Education Database (WHED), a list updated by the International Association of Universities (IAU) / United Nations Educational, Scientific and Cultural Organization (UNESCO). The list can be accessed through the link: <http://www.whed.net/>. Some professional certificates may not appear in the WHED and these will be reviewed individually.

Essential

University degree in a social or health related discipline, preferably Social Sciences, Medicine, Nursing, Public Health, or other clinical oriented discipline, and a Masters degree in Public Health, Health Sciences, Health Administration, Health Economics or other health related subjects.

Desirable

Post-graduate training in family and community-oriented health services.

Skills:

Understanding of the organization, management and delivery of health care services, particularly of primary care services, of extension of essential health services to underserved populations, of family and community-oriented health services, of family medicine, of home-based care, and of coordination with specialized care and other sectors. Understanding of policy and program formulation, quality of care improvement strategies, implementation and evaluation, with emphasis on health care services.

Understanding of health services operations research. Ability to formulate project proposals for external financing. Strong professional oral and written skills, including the development of reports, oral presentations, and technical documents for consideration at the highest levels of the Organization. Demonstrated ability to keep abreast with developments in the field.

Proven capacity to perform duties with minimum supervision and in changing environments. Good interpersonal skills/abilities.

Good presentation skills. Knowledge of office software applications. Knowledge of Excel. Standard Microsoft word processing and spreadsheet packages and internet browser.

WHO competencies

1. Fostering integration and teamwork
2. Respecting and promoting individual and cultural differences
3. Communicating in a credible and effective way
4. Creating an empowering and motivating environment
5. Promoting WHO's position in health leadership
6. Producing results

Experience:

Essential

At least seven years of combined national and international experience in areas related to health services organization,

management and delivery, and extension of essential health services to underserved populations. Experience should include direct provision of primary health care services, preferably as part of a multidisciplinary team that provides integrated people-centred health care with a family and community approach.

Desirable

Management of health care services at both the facility and district levels.

Languages:

Essential

Expert knowledge of English.

Desirable

Intermediate knowledge of French.

Additional Information:

This vacancy is published in English only.

Candidates appointed to an international post with WHO are subject to mobility and may be assigned to any activity or duty station of the Organization throughout the world.

WHO's salaries are calculated in US dollars. They consist of a base salary and a post adjustment, which reflects the cost of living in a particular duty station and exchange rates. Other benefits include: 30 days annual leave, family allowance, home travel, education grant for dependent children, pension plan and medical insurance.

Please visit the following websites for detailed information on working with WHO:

<http://www.who.int> (To learn more about WHO's operations)

<http://icsc.un.org> Click on: Quick Links > Salary Scales > by date

Annual salary: (Net of tax)

US\$ 68'294 at single rate

US\$ 73'338 with primary dependants

Post Adjustment: 93.4 % of the above figure(s). This percentage

is to be considered as indicative since variations may occur each month either upwards or downwards due to currency exchange rate fluctuations or inflation.

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

A written test and interviews may be used as a form of screening

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.



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