

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

Vacancy Notice No: EURO/17/FT25

Date: 13 January 2017

Title: Senior Advisor, Design and Organization of Services -
Kazakhstan

Application Deadline: 5 February 2017

Grade: P5

Duty Station: Almaty, Kazakhstan

Contract type: Fixed-term Appointment

Organization unit: EU Europe (EU) /
EURO Europe Regional Office (EU/RGO)
DSP/HSD - Division of Health Systems and Public

Duration of contract: 2 years (* see under additional information) Health/Health Services Delivery Programme

OBJECTIVES OF THE PROGRAMME :

The Division of Health Systems and Public Health aims to assist Member States to design, adopt and implement comprehensive health and health systems policies, strategies and tools in line with the values of solidarity, equity and participation across the broad thematic areas of health systems governance, financing, services delivery and resource generation; specifically human resources for health and pharmaceuticals and technologies. The Division provides policy and technical assistance in collaboration with other regional and national partners, development partners and civil society organizations.

At present, the Division has defined priority entry points for strengthening people-centred health systems. These have been agreed with Member States at the sixty-fifth meeting of the Regional Committee for Europe for the period between 2015-2020 as two priority areas: (1) transforming health services to meet the health system challenges of the 21st century and (2) moving towards universal coverage for a Europe free of catastrophic out-of-pocket payments.

The Centre for Primary Health Care in Almaty hosts the Health Services Delivery Programme of the Division of Health Systems and Public Health. It aims to enhance the support provided to Member States in their efforts to optimize the provision of people-centred, integrated health services delivery for improved health outcomes. Work within the Centre is encompassed by the Framework for Action on Integrated Health Services Delivery approved by RC65 - a comprehensive, action-oriented work plan to support Member States with the resources (tools, instruments and competencies) for leading and managing service delivery transformations. For an increased presence in countries, as a hub of learning and resources on strengthening primary health care-led services delivery, efforts target the following areas: (i) sound governance arrangements and management of services delivery; (ii) people-centred models of care, designing core services along a full continuum of public health, personal and social care services for the integrated provision of care; (iii) the organization of providers and settings with system functions of payment and incentives, information, and other resources aligned; 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.

The function of the 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, fostering partnerships with leading academic institutions, think tanks, and collaborating with Development Partners and other actors working with and across Member States.

Description of duties:

Under the guidance of the Head of Office, the incumbent will assume the following core responsibilities and achieve the stated tasks:

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

(1) Supporting countries in designing and organizing services across the full continuum of care and across the life course - from public health services, to personal care and social services - based on evidence.

(2) Providing technical assistance to countries for the optimal organization of providers and settings of care for integrated care with emphasis on clarifying the division of tasks between health providers (scope, breadth, range of services) across primary care, hospital care, public health and social sector.

(3) Providing technical assistance to countries on the consolidation of health workforce competencies, standardization of training and retraining of health professionals, continuous medical education, certification and other mechanisms that ensure clinical practice quality standards.

(4) Support countries to establish mechanisms for patient engagement and for supporting informal care networks and family care givers as an extension of the health workforce for more people-centred health services delivery.

(5) Supporting Member States in building partnerships and policy dialogue for strengthening health services, engaging relevant key stakeholders in the context of their national health strategies while ultimately aiming to foster the national capacity for defined priorities.

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

(1) Synthesizing knowledge, experiences, models, approaches and best practices to facilitate learning and technical co-operation across countries.

(2) Developing tools, guidelines and innovative approaches to facilitate learning and evidence-based informed policies.

D. Deputy managerial tasks

As senior advisor, the incumbent will assume deputy functions as head of office, ensuring both the smooth implementation of the Centre workplan and providing technical leadership to the team.

E. Core tasks for building strategic partnerships for PHC team training and information

(1) Building strategic alliances with global stakeholders in the area of training, retraining, licensing and certification of health workforce and for monitoring the implementation of the framework for action on integrated health services delivery with particular emphasis on people centredness.

(2) Identifying relevant global stakeholders for the above, developing a strategy of engagement and establishing a secretariat to ensure a stable platform for supporting the implementation and follow up at country level.

REQUIRED QUALIFICATIONS

Education:

Essential: University degree in medicine from an accredited institution and advanced university degree (Master's level) in public health, health policy, health related social sciences, public administration or health education.

Desirable: Doctoral degree in any of the above-mentioned advanced degrees. Specialization in general practice/ family medicine. WHO only considers higher educational qualifications obtained from an accredited institution.

Skills:

In-depth knowledge of the health systems, socio-demography and political economies that make up the Region's 53 Member States. Knowledge of the WHO and UN system. Knowledge and skills in the formulation of technical cooperation interventions.

Demonstrated ability to effectively use a computer and software programmes such as Microsoft Office Word, Excel, PowerPoint and Outlook. Other IT skills and knowledge of other software programmes will be an asset.

Competencies required:

- 1) Producing results: Produces and delivers quality results. Is action oriented and committed to achieving outcomes. Proven ability to plan, analyze 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 foray.
- 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.

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

Experience:

Essential: A minimum of 10 years of professional experience and additional at least 3 years of international experience with progressive responsibility in one of the following technical areas:

- design and organization of services;
- primary health care reforms;
- hospitals strengthening
- integrated care

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

Languages:

Essential: Excellent knowledge (advanced level) of written and spoken English.

Desirable: Proficiency in Russian.

Additional Information:

(*) 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.

Long-listed candidates may be contacted to sit a written test or presentation prior to final short-listing. This does not preclude a written test or presentation prior to final interview.

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)

USD 82,586 at single rate

USD 88,898 with primary dependants

Post Adjustment: 32.5 % 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.

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.

To apply off-line, please read further instructions [here](#)



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