CONSULTANCY

Initial Terms of Reference

This consultancy is requested by:

<table>
<thead>
<tr>
<th>Unit</th>
<th>Quality Systems and Resilience Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Service Delivery and Safety</td>
</tr>
</tbody>
</table>

1. **Purpose of the Consultancy**
   To provide data management and analytical support to the Quality Systems and Resilience (QSR) Unit project activities related to quality and resilience

2. **Background**
   The Quality Systems and Resilience Unit (QSR) supports WHO's work on health service delivery with expert input to enhance quality, resilience for emergency and community engagement. On quality, the unit supports the development of national quality policy and strategy; coordinates global learning on quality in the context of UHC; leads work on twinning partnerships for improvement and works closely with global flagship quality improvement efforts. As part of the resilience workstream, the QSR team is working to further strengthen and develop the convergence between preparedness and quality in health services.

   Two of the projects currently being implemented include the DFID funded Tackling Deadly Disease in Africa Programme (TDDAP) and the KOICA funded Building resilient healthcare services to improve emergency preparedness; both aim to improve health systems strengthening for resilient health services.

   Under the overall guidance of the Coordinator, Quality Systems and Resilience (QSR), Service Delivery and Safety Department and direct supervision of the project lead, the incumbent will be responsible for providing technical support with literature reviews, data management and tracking of activities and expenditures for the Quality Systems and Resilience (QSR) Unit projects related to health services/systems resilience.

3. **Planned timelines**
   Start date: 01/04/2019
   End date: 30/09/2019

4. **Work to be performed**
   a. Act as a reliable expertise on project data management and articulated interpretation relating to technical activities in the projects and research;
   b. Support budget and financial management work for resource mobilization, and for financial & technical reporting on projects, working closely with the administrative and financial focal points in the unit and Department;
   c. Support the implementation of projects through documenting and reviewing of health system and health security aspects from peer review and grey literatures relevant to the projects and supporting the learning agenda related to the projects;
   d. Support the design of the Global Learning Laboratory (GLL) “Quality and Resilience” pod, including collation of key resources for the pod library and promotor work;
e. Perform other tasks as assigned by the supervisor.

The scope of work remains flexible and terms of reference for this position will be shaped further during the implementation phase based on evolving needs as determined by integrated project teams and their counterparts in national authorities and partners.

5. **Technical Supervision**

The selected Consultant will work on the supervision of:

<table>
<thead>
<tr>
<th>Responsible Officer:</th>
<th>Dr Sohel Saikat, Program Officer, SDS, QSR Unit</th>
<th>Email: <a href="mailto:saikats@who.int">saikats@who.int</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager:</td>
<td>Dr Shams Syed, Coordinator, SDS, QSR Unit</td>
<td>Email: <a href="mailto:syeds@who.int">syeds@who.int</a></td>
</tr>
</tbody>
</table>

6. **Specific requirements**

**Qualifications required:**

*Essential:* A first level university degree in public health or related discipline with statistics, data analytics.

*Desirable:* An advanced university degree (Masters level or above) in planning, bioinformatics, statistics, or related field.

**Experience required:**

*Essential:* At least 3 years of relevant experience in project management support, of which 1 year working in connection with or under the auspices of an international organization, NGO or Academic sector.

**Skills / Technical skills and knowledge:**

- Excellent skills in data analytics and visualisation, particularly in relation to public health and project management;
- Expert level proficiency in Microsoft Excel is a must;
- Experience with developing project planning, resource mobilisation and financial management;
- Advanced skills in report writing, literature reviews, data analysis;
- Advanced computer literacy in standard office applications.

**Language requirements:**

- Excellent written, spoken and presentation skills in English.

7. **Place of assignment**

- Flexible

8. **Medical clearance**

The selected Consultant will be expected to provide a medical certificate of fitness for work.

9. **Travel**

The Consultant is expected to undertake occasional duty travel in the course of achieving the deliverables.

All travel arrangements will be made by WHO – WHO will not be responsible for tickets purchased by the Consultant without the express, prior authorization of WHO. While on mission under the terms of this consultancy, the Consultant will receive subsistence allowance.

Visas requirements: it is the consultant’s responsibility to fulfil visa requirements and ask for visa support letter(s) if needed.