CONSULTANCY

Initial Terms of Reference

This consultancy is requested by:

<table>
<thead>
<tr>
<th>Unit</th>
<th>Quality Systems and Resilience Unit</th>
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<tr>
<td>Department</td>
<td>Service Delivery and Safety</td>
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1. Purpose of the Consultancy
To provide technical support to the Quality Systems and Resilience (QSR) Unit country level project activities related to “Building Resilient Health Care Services to Improve Emergency Preparedness” in Ethiopia and Liberia

2. Background
Experiences from Ebola countries indicate that epidemic emergency preparedness can be flawed without improving the quality and safety together in health services. In view of this, the overall goal of the project is to build resilience in health care service delivery through focused efforts on quality health services to support national emergency preparedness for infectious disease outbreaks and other IHR (2005) hazards. Specific objectives include conducting a detailed review of quality service provision at all context, producing a quality diagnosis toolkit, strengthening skills, resources and the information infrastructure and developing country roadmaps for quality resilient health services to detect and respond to emergencies. The project allows three levels of WHO to work with national authorities in Ethiopia and Liberia.

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 setting the foundation to kick start the project entitled “Building Resilient Health Care Services to Improve Emergency Preparedness: Co-developing country action for global health security”.

3. Planned timelines
Start date: 01/03/2019
End date: 31/08/2019

4. Work to be performed
   a. Support the development of the global baseline for quality and emergency preparedness in health services encompassing case studies on Ethiopia and Liberia by working closely with technical teams in the two countries;
   b. Support the reviews of available data, literature, knowledge and experiences on/related to quality and preparedness within the context of health systems/service strengthening by following a systematic and well documented approach;
   c. Develop and deliver trainings aimed at strengthening the national capacity for quality and preparedness for health system/service resilience at different admin levels;
   d. Contribute to develop well-structured technical reports, guidance, handbook with regards the implementation of project;
   e. Trouble shoot operational issues related to project implementation;
   f. Perform other tasks as assigned by the supervisor.
5. Technical Supervision
The selected Consultant will work on the supervision of:

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

**Essential:** A first level university degree in medicine, health protection, health systems services or a related field.

**Desirable:** An advanced university degree (Masters level or above) in healthcare management or related field.

Experience required:

**Essential:** At least 5 years of relevant experience in health care facilities (emergency medicine), of which 3 years working in connection with or under the auspices of an international organization or at low income country settings.

**Desirable:** Experience in working in the field of quality in health care including IPC, safety and/or emergency response.

Skills / Technical skills and knowledge:
- Excellent knowledge of the linkages between quality healthcare and emergency preparedness in the context of health systems strengthening;
- Excellent knowledge of front line public health interventions/services, good skills in report writing, literature reviews, data analysis;
- Experience with developing project monitoring and evaluation, and experience with engaging diverse stakeholders would be important assets;
- 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 duty travel to Ethiopia and Liberia 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.*