CONSULTANCY

Initial Terms of Reference

This consultancy is requested by:

<table>
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<tr>
<th>Unit:</th>
<th>Quality Systems and Resilience Unit</th>
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<td>Department:</td>
<td>Service Delivery and Safety</td>
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1. **Purpose of the Consultancy**
To provide technical and programme support to the Health Services Resilience team, Quality Systems and Resilience (QSR) Unit, on the full health service resilience portfolio of work.

2. **Background**
Recent and ongoing outbreaks (Ebola outbreak West Africa, MERS-CoV in South Korea, Zika outbreak South America, DRC Ebola outbreak), demonstrated the vulnerability of health systems to public health emergencies and the need for the development of resilient health systems. In the context of emergencies, resilience refers to a health systems capacity to provide an effective response to a public health emergency while also maintaining high quality essential health services. The Quality Systems and Resilience (QSR) unit presently includes a team responsible for implementing several programmes and projects related to health systems and services resilience which include (i) DFID funded Tackling Deadly Diseases in Africa Programme (TDDAP) (ii) KOICA funded Building Resilient Health Services project in Ethiopia and Liberia (iii) Health systems strengthening work on fragile, conflict and vulnerable (FCV) settings focusing on South Sudan and Northern Nigeria, (iv) USAID funded project on Resilience and Quality, as well as a wider portfolio of work on health systems and services resilience. This team works across different units, departments and clusters at WHO headquarters, with AFRO and country offices as well as with ministries of health and governments of selected countries alongside wider partner sectors.

To support the expanding portfolio on health service resilience, the team seeks a consultant to provide technical and programmatic support under the direct supervision of the Health Services Resilience Programme Officer and overall guidance of the Coordinator.

3. **Planned timelines** (6 months, initially can extend to 1 year)
Start date: 01/01/2020

4. **Work to be performed**
   A. **Technical support**
      i. Provide technical health systems input to national assessments and capacity development for emergency preparedness, response, recovery and resilience in line with the detailed activity plan for HSR activities;
      ii. Undertake reviews of available data, literature, knowledge and experiences on/related to health systems/service strengthening with special reference to Africa by following a systematic and well documented approach;
iii. Provide technical support to health systems resilience activities including support to work on countries with FCV settings;
iv. Support the development and delivery of training aimed at strengthening the national capacity for health system/service resilience, as well as at sub-national (district and facility) levels;
v. Contribute to developing well-structured technical documents to support target countries for strengthening their health systems and service delivery;
vi. Support operational research initiatives and oversee the gathering of lessons learned throughout programme implementation through structured approaches.

B. Programme management support
   i. Provide support to programme management, activity planning, budgeting, monitoring and evaluation of progress and reporting to donors;
   ii. Responsible for communication and coordination between WHO HQ, Regional and Country offices to enable effective delivery of health system input at country level;
   iii. Support any resource mobilization activities initiated by the team, working closely with the administrative and financial focal points in the unit and Department;
   iv. Provide responsibility in organizing and delivering global and regional level technical workshops and meetings related to the activities of the team;
   v. Provide strategic support to the development of operational plans, delivery and evaluation related to the workstream;
   vi. Perform other tasks as assigned by the supervisors.

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:

| Responsible Officer: | Dr Sohel Saikat, Program Officer, SDS, QSR Unit | Email: saikats@who.int |
| Manager:             | Dr Shams Syed, Coordinator, SDS, QSR Unit       | Email: syeds@who.int   |

6. Specific requirements
Qualifications required:

*Essential:* A first level university degree in health or related discipline.

Experience and skills required:

*Essential:*
- At least 5 years of relevant experience in health service delivery, 2 years of which should be working in connection with or under the auspices of an international organization and 2 years at country level within Ministry of Health or related national authority;
- Proven experience and understanding of the interface between health systems and health security in the context of health service resilience;
- Previous experience with global health project and programme planning, monitoring and evaluation, resource mobilisation and good competency in financial management;
- Experience with the delivery of global or regional level technical workshops related to the subject matter.
Desirable:
- Previous experience in national assessments and planning for health security and health systems, such as Joint External Evaluations (JEE), National Action Plans for Health Security (NAPHS);
- Experience working with diverse set of technical partners, and high level stakeholder engagement (e.g. donors) would be important assets;

Language requirements:
- Excellent written, spoken and presentation skills in English.

7. Place of assignment
- The assignment is based in Geneva, Switzerland

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 frequent 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.