
 Pan American Health Organization  World Health Organization <small>REGIONAL OFFICE FOR THE Americas</small>		World Health Organization/Organización Mundial de la Salud Pan American Sanitary Bureau/Oficina Sanitaria Panamericana POST DESCRIPTION		
Job Identification: CCOG 1.I.04 Job Profile: J1087		Duration of Post: <input checked="" type="checkbox"/> Limited <input type="checkbox"/> Indefinite		
Title	Category	Position Number	Grade	Duty Station
Health and Well-Being Specialist	PRFP	6165	P03	Washington D.C.

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Department of Human Resources Management (HRM) strives to position PAHO as the public health employer of choice in the Americas, attracting, developing, and retaining highly qualified, innovative, and committed individuals, dedicated to ensuring optimal health and well-being in the region. As a team, it serves as strategic partner enabling the development of high-performing teams, fostering exemplary leadership at all levels, and cultivating a culture of inclusion, integrity, and accountability, through agile and innovative people management practices.

ORGANIZATIONAL CONTEXT

The position is part of the Talent Management and Well-Being team, which ensures the timely and accurate management of PAHO's workforce remunerations, entitlements, and benefits, and provides evidence-based, risk-informed occupational health and staff well-being services across the Organization.

The incumbent contributes to the design, delivery, management, and monitoring of cost-effective occupational and mental health initiatives, including clinical and preventive health services, and fosters partnerships with external providers and key stakeholders, positioning PAHO as a leader in workforce occupational health and well-being.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Human Resources Advisor, Talent Management and Well-Being, and the general supervision of the Director, Human Resources Management (HRM), the incumbent is responsible for, but not limited to the following assigned duties, working in accordance with established occupational health protocols and guided by recognized medical standards and procedures.

Health Promotion and Organizational Well-Being

- a) Develop and implement cost-effective, high-impact health initiatives, including those focused on mental health;
- b) Coordinate training and awareness activities that foster a healthy, supportive workplace culture;
- c) Coordinate and implement vaccination clinics, ensuring compliance with Department of Health Certification requirements;
- d) Evaluate program effectiveness using data insights and adapt based on staff feedback;

Clinical and Preventive Health Services

- e) Deliver primary nursing care and first aid to employees and visitors;
- f) Coordinate higher level of care as needed on site (this is not a teleworking position);

- g) Support, manage, or deliver occupational and mental health surveillance and prevention programs;
- h) Lead and promote wellness, resilience, and healthy lifestyle initiatives;

Policy, Compliance, and Entitlements

- i) Lead the development and implementation of initiatives to ensure confidentiality and integrity in managing PAHO's workforce medical information;
- j) Support the timely and effective administration of health-related entitlements in accordance with staff rules, policies and procedures;
- k) Monitor the quality and accuracy of billing and payment procedures for outsourced services in coordination with Financial Resources Management (FRM) to recommend improvements as needed;
- l) Monitor and analyze data related to sick leave, disability, reasonable accommodation, ergonomic needs, and benefits for dependents with disabilities;
- m) Identify and report trends, risks, and opportunities to enhance occupational health and well-being across the organization;
- n) Contribute to policy analysis and drafting of policy updates, prepare terms of reference and evaluate outsourced contracts;
- o) Administer budgets, inventory and manage outsourced service contracts and payments;

Data analytics

- p) Collect, analyze, and visualize workforce health data to identify trends and inform decision-making;
- q) Leverage AI-enabled tools to support early risk detection and enhance service efficiency;
- r) Benchmark organizational health practices against international occupational and mental health standards to strengthen outcomes;

Partnerships and Collaboration

- s) Collaborate with internal and external entities to strengthen occupational health processes;
- t) Liaise with medical, occupational and mental health providers and networks to exchange best practices and coordinate higher levels of care when necessary;
- u) Provide advice to staff and managers on health, safety, and well-being matters;
- v) Perform other related duties as assigned.

KEY BEHAVIORAL COMPETENCIES

Overall attitude at work: Maintains integrity and takes a clear ethical approach and stance; demonstrates commitment to the Organization's mandate and promotes the values of the Organization in daily work and behavior; is accountable for work carried out in line with own role and responsibilities; is respectful towards, and trusted by, colleagues and counterparts.

Teamwork: Collaborate and cooperate with others/Deal effectively with conflict - Creates team spirit; promotes collaboration and open communication in the team; proactively supports others; welcomes team responsibilities and drives team results; promotes knowledge sharing in the team. Proactively identifies conflicts and facilitates their resolution in a respectful manner; tactfully resolves conflicts between or with others and takes action to reduce any possible tension; effectively builds a rapport with individuals and teams, establishing good personal and professional relationships, as well as minimizing risk of potential conflict.

Respecting and valuing individual differences: - Treats everyone with dignity and respect, fostering positive relationships with everyone. Reflects on personal behavior to avoid stereotypes and considers situations from the perspective of others.

Communication: Express oneself clearly when speaking/Listen/Write effectively/Share knowledge - Foresees communication needs of audience and targets message accordingly. Facilitates open communication; encourages

others to share their views openly and takes time to understand and consider their views. Writes down ideas in a clear, structured, logical and credible way; drafts and supports the development of guidelines, policies and procedures. Shares relevant information openly and ensures that the shared information is understood; considers knowledge sharing as a constructive working method and demonstrates awareness of the Organization.

Producing Results: Work efficiently and independently/Deliver quality results/Take responsibility - Prioritizes work, monitors own progress against objectives and adapts plans as required; communicates adjustments as necessary. Acts proactively and stimulates action as needed; handles problems effectively and constructively. Produces high-quality results and workable solutions that meet clients' needs. Works independently to produce new results and sets own time lines effectively and efficiently. Shows awareness of own role and clarifies roles of team members in relation to project's expected results. Makes proposals for improving processes as required and takes responsibility for own work and/or actions, as necessary. Demonstrates positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learns from experience.

Moving forward in a changing environment: Propose change/Adapt to change - Actively supports Organizational change initiatives and demonstrates personal commitment to them, including when faced with new demands; proposes workable solutions to challenging situations. Engages in positive responses to a changing environment and promotes workable solutions to achieve own and team's results. Welcomes, and actively seeks to apply, new ideas, approaches and working methods and technologies in order to improve own and/or team's work processes and results; demonstrates commitment to Organizational change initiatives.

TECHNICAL EXPERTISE

- Theoretical and practical knowledge of the principles of nursing, emergency care, occupational health practices, and protocols.
- Knowledge and understanding of health-related challenges for personnel during duty travel or deployment.
- Competence in designing and implementing health promotion awareness, activities, and preventive strategies.
- Ability to collect, interpret, and analyze health-related data to inform decision making.
- Strong professional oral and written communication skills.
- High level of discretion, tact and confidentiality in managing sensitive health information.
- Ability to provide first aid and stabilize patients until Emergency Medical Services (EMS) arrives.
- Familiarity with digital health tools and AI-enabled systems to support occupational and preventive health initiatives.

EDUCATION (Qualifications)

Essential: A Bachelor of Science in Nursing (BSN), and current licensure as a Registered Nurse (RN) or certification as an Advance Practice Registered Nurse (APRN) such as a Nurse Practitioner (Family Practice) or a Bachelor of Medicine, from a recognized institution. A valid license to practice in the District of Columbia is required.

Desirable: Completion of the CDC yellow fever vaccination training course within three months of hire.

EXPERIENCE

Essential: Seven years of combined national and international experience in delivering occupational health services in a clinical, corporate, governmental or intergovernmental environment.

Desirable: Additional qualifications and experience in occupational health, travel health, emergency response and health promotion. Advance Practice Degree in Nursing with License to practice in the District of Columbia.

LANGUAGES

Fluency in English or Spanish with a working knowledge of the other language. Knowledge of French and/or Portuguese would be an asset.

IT SKILLS

Demonstrated ability to effectively use current technology and software programs such as Microsoft Word, Excel, Outlook, One Drive, PowerPoint, Teams and SharePoint. Knowledge of electronic medical records and ERP systems would be an asset.