



**World Health Organization/Organización Mundial de la Salud
Pan American Sanitary Bureau/Oficina Sanitaria Panamericana**

POST DESCRIPTION

**Job Identification: CCOG 1.S.01
Job Profile: J1955**

**Duration of Post: Limited
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Technical Officer, Acute Events Management	PRFN	P18148	P03	Washington, DC

OBJECTIVE OF THE OFFICE/DEPARTMENT

The objective of the Health Emergencies Department (PHE) of the Pan American Health Organization (PAHO/WHO) is to increase health sector resilience to emergencies and disasters. PHE assists Member States to strengthen the health sector’s capacities in prevention, risk reduction, preparedness, surveillance, response, and early recovery for emergencies and disasters related to any hazards (natural, man-made, biological, chemical, radiological and others) and, when national capacities are overwhelmed, to lead and coordinate the international health response to contain disasters, including outbreaks, and to provide effective relief and recovery to affected populations. PHE is responsible for ensuring the implementation and updating of the PAHO/WHO Institutional Emergency and Disaster Response policy.

ORGANIZATIONAL CONTEXT

The incumbent is a member of the Health Emergency Information & Risk Assessment (PHE/HIM) Unit. He/she will provide support for the management of acute events related to foodborne diseases and/or contamination of food which constitute a public health emergency of international concern. As part of the PHE/HIM Unit, the incumbent will work with the Detection Verification and Risk Assessment (DVA) Team to carry out epidemic intelligence activities, outbreak verification, and information management. He/she will work with Infosan Secretariat for urgent communications related to food safety events. Work requires interacting directly with National IHR Focal Points, Infosan Emergency Contact Points, and PAHO/WHO Country Offices to gather information required for signal verification and risk assessment. He/she will carry out analysis on foodborne related events to determine the timeliness of notification and verification and propose corrective actions as needed. The incumbent is expected to exercise tact, discretion, and take initiative in procuring intelligence for decision-making processes within the Organization.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Advisor, Detection, Verification & Risk Assessment (HIM/DVA) and the general guidance of the Unit Chief, Health Emergency Information & Risk Assessment (PHE/HIM), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Provide technical support for the implementation of activities included in the entity’s program of work and for the application of the International Health Regulations (IHR);
- b) Collaborate and perform duties related to the communication management of acute public health events and emergencies that involve foodborne diseases and/or contamination of food which may constitute a public health emergency of international concern under the function of the Regional Infosan Emergency Contact Point;
- c) Review, update and publish the National IHR Focal Point (NFP) Standard Operating Procedures (SOPs) to be used by IHR States Parties;
- d) Ensure that all foodborne diseases and/or contamination of food which may constitute a public health emergency of international concern are assessed and registered in the WHO Event Management System (EMS);
- e) Analyze the foodborne related events entered in the EMS to determine the timeliness of detection, verification and response and propose recommendations, as needed;

- f) Analyze the main results and gaps related to the biannual communication test (phone and e-mail) with the Infosan Emergency Contact Points in the Americas to ensure connectivity 24/7, and prepare the report to be included in the annual Infosan Secretariat document;
- g) Analyze the results and identify gaps and challenges related to IHR Annual Confirmation for the 35 States Parties from the Americas Region, and liaise with States Parties and Country Offices to undertake challenges related to designation of the Team or Institution that carry out the National IHR Focal Point functions;
- h) Conduct periodic analyses on the use of the WHO Event Information Site by PAHO focal points and the National IHR National Focal Points; identify gaps and challenges and propose solutions;
- i) Conduct the analysis and prepare the report to be included in briefing documents and governing bodies documents related to IHR annual confirmation and IHR NFP biannual communication test;
- j) Implement activities included in the entity's program of work and for the application of the International Health Regulations (IHR) and the Regional Infosan Emergency Contact Point functions;
- k) Participate in the Organization's emergency and disaster response operations and serve as a member of the Regional Disaster Response Team;
- l) Perform other related duties, as assigned, including replacing and backstopping for others as required.

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 personal behavior to avoid stereotypes and consider 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 their own role and clarifies roles of team members in relation to the project's expected results. Make proposals for improving processes as required and takes responsibility for own work and/or actions, as necessary. Demonstrates a positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learn 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 positive responses to a changing environment and promotes workable solutions to achieve their 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

- Knowledge and skills in the application of the principles of international health regulations related to detection, verification, and risk assessment programs.
- Excellent skills in all aspects of the development and operation of information systems complemented by the ability to design, analyze and produce information system applications and databases.
- Ability to exercise tact, discretion, and mature judgment; independently take initiative in procuring intelligence, and the ability to produce results under crisis situations.
- Excellent organizational and analytical skills combined with the ability to multi-task and produce accurate results under pressure.
- Ability to integrate managerial and administrative inputs into recommendations for decision-making.
- Strong professional oral and writing skills including the development of reports, oral presentations, and technical/persuasive documents for consideration at the highest levels of the Organization.

EDUCATION

Essential: A bachelor's degree in a health or social science, or in any other field related to the functions of the post, from a recognized university.

Desirable: A master's degree in a health or social science, or in any other field related to the functions of the post, from a recognized university.

EXPERIENCE

Essential: Seven years of combined national and international experience working in epidemiology, communicable diseases, and public health. Experience in epidemiology and surveillance of infectious diseases, complemented by experience in collection and verification of epidemic intelligence and international risk assessment.

Desirable: Experience in detection, verification, alert and response, International Health Regulations (IHR-2005), INFOSAN Emergency Contact Point functions, and international experience in technical cooperation programs in health, would be an asset.

LANGUAGES

Very good knowledge of English or Spanish with 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, as well as Enterprise Resource Planning (ERP). Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.