



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

POST DESCRIPTION

**Job Identification: CCOG 1.C.04
Job Profile: J1021**

**Duration of Post: Limited
 Indefinite**

| <i>Title</i> | <i>Category</i> | <i>Position Number</i> | <i>Grade</i> | <i>Duty Station</i> |
|--|-----------------|------------------------|--------------|---------------------|
| Specialist, Knowledge Management and Communication | PRFN | P18410 | P02 | Washington, USA |

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Office of Country and Subregional Coordination (CSC), located under the Office of the Director, promotes and contributes to the organization-wide effort to strengthen PAHO/WHO's country focus and achieve the organizational objective of responding better to country needs, especially in the context of WHO reform at country level. CSC ensures the development, use, and monitoring of high-quality Country and Subregional Cooperation Strategies that address not only national and subregional health development priorities, but also the regional and global mandates and agreements to which countries have committed. CSC analyzes data on the political, technical, managerial, and administrative aspects of PAHO/WHO's country and subregional operations; provides strategic information to foster integrated country-focused technical cooperation; and contributes to efficient and effective country presence, promoting the involvement of PAHO/WHO Country Offices and the countries themselves in the essential functions of the Organization. CSC also assesses the Organization's performance at country and subregional levels; highlights and shares country and subregional achievements and lessons learned; and promotes cooperation for health development.

ORGANIZATIONAL CONTEXT

Within the PAHO/WHO policy framework, the incumbent provides support in the knowledge management and communication tasks of the Office. The position focuses on strengthening CSC's institutional capacity to manage knowledge and foster effective communication across all levels of the Organization. The role ensures that critical information is captured, organized, and disseminated to support evidence-based learning and decision-making, increase visibility of PAHO's work at country level and enhance collaboration among country offices, headquarters, and partners. The incumbent works collaboratively with all members of the CSC team and with other relevant departments in the Organization, to promote CSC's pivotal role in advancing a country focused approach with the documentation and dissemination of PAHO's technical cooperation, in particular at country level.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Head, CSC, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Provide support in the overall knowledge management and communication of the Office, including updates and regular monitoring of CSC intranet and internet pages;
- b) Develop, implement, coordinate and evaluate the knowledge management and information sharing strategies and activities of the Office, in collaboration with the CSC team and relevant partners;
- c) Collaborate in strategy and program development for knowledge management and communication initiatives of special significance for the Office; identify opportunities and information requirements and issues, and provide timely solutions;
- d) Establish and maintain systems and digital platforms for storing and sharing institutional knowledge, including SharePoint and OneDrive repositories;
- e) Facilitate processes for capturing, documenting and publishing good practices and lessons learned to promote learning and knowledge sharing and preserve organizational memory;

- f) Assess and provide recommendations for improvements regarding the organization and management of the CSC knowledge systems in place, including the development and maintenance of new information platforms and filing systems;
- g) Review regularly the SOPs under the responsibility of CSC and keep updated the information in the PAHO e-Manual, as required;
- h) Support the communication and dissemination strategies and initiatives of the Office, including the implementation of the country focus communication strategy and country office annual reports;
- i) Design and implement strategies to improve internal and external communication flows for timely and accurate information dissemination and reporting;
- j) Identify opportunities for and forge strategic partnerships to improve dialogue and outreach activities to promote CSC's work;
- k) Utilize collaboration tools such as Microsoft Teams, and PAHO's intranet to facilitate real-time information exchange;
- l) Support capacity-building activities, face-to-face and/or virtual learning and knowledge-sharing initiatives to strengthen capacity of the CSC team, country offices and headquarters;
- m) Facilitate the documentation and systematization of the work of the Office as well as of Country Offices and Subregional Program/Initiatives;
- n) Assist in the design, collection and compilation of strategic information from Country Offices or other required entities for Governing Body meetings or other relevant events;
- o) Support the Office in the learning and capacity development activities for the CSC team, Country Offices and Subregional Initiatives, including the PWR inductions and other capacity building activities;
- p) Support the Office in the organization of internal and external meetings, workshops, events and activities, as required;
- q) Work closely and in coordination with the administrative and technical teams of the Office;
- r) 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. - Works collaboratively with team members and counterparts to achieve results; encourages cooperation and builds rapport; helps others when asked; accepts joint responsibility for the teams' successes and shortcomings. Identifies conflicts in a timely manner and addresses them as necessary; understands issues from the perspective of others; does not interpret/ attribute conflicts to cultural, geographical or gender issues.

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/Write effectively/Listen/Shares knowledge - Quality and quantity of communication targeted at audience. Listens attentively and does not interrupt other speakers. Adapts communication style and written content to ensure they are appropriately and accurately understood by the audience (e.g., power-point presentations, communication strategies, implementation plans). Shares information openly with colleagues and transfers knowledge, as needed.

Knowing and managing yourself: Manages stress/Invite feedback/Continuously learn - Remains productive even in an environment where information or direction is not available, and when facing challenges; recovers quickly from setbacks, where necessary. Manages stress positively; remains positive and productive even under pressure; does not transfer stress to others. Seeks feedback to improve knowledge and performance; shows self-awareness when seeking and receiving feedback; uses feedback to improve own performance. Seeks informal and/or formal learning opportunities for personal and professional development; systematically learns new competencies and skills useful for job; takes advantage of learning opportunities to fill competencies and skill gaps.

Producing Results: Deliver quality results/Take responsibility - Produces high-quality results and workable solutions that meet clients' needs. Works independently to produce new results and sets own timelines 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 - Suggests and articulates effective and efficient proposals for change as needed when new circumstances arise. Quickly and effectively adapts own work approach in response to new demands and changing priorities. Is open to new ideas, approaches and working methods; adjusts own approach to embrace change initiatives.

TECHNICAL EXPERTISE

- Theoretical knowledge of the principles and practices of knowledge management and communication, organization, dissemination, collaboration and refinement of information and “best practices”.
- Proven ability to develop and deliver knowledge management programs and/or content management systems and information architecture.
- Sound knowledge in public health for the analysis of technical cooperation programs and activities.
- Thorough understanding of the functioning of the subregional integration mechanisms, including its entities, decision making process and key stakeholders.
- 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 and key partners and stakeholders.

EDUCATION

Essential: A bachelor’s degree in information sciences, information management, knowledge management, communications, social sciences, international relations, or any other field related to the functions of the post from a recognized university.

Desirable: Training in emerging technologies and methodologies for knowledge management and communication would be an asset. A master’s degree in public health, public policy, social sciences, international relations/cooperation, political science or a related field from an accredited institution would be an asset.

EXPERIENCE

Essential: Five years of combined national and international experience working in the area of information and knowledge management and/or communication projects.

Desirable: Progressively responsible experience in public health, international relations, social development, or the management of programs and projects within international organizations 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. Knowledge of Web2.0 concepts, Virtual Collaboration tools; open-source tools such as Joomla, etc. would be desirable.