



Pan American
Health
Organization



World Health
Organization
REGIONAL OFFICE FOR THE
Americas

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

POST DESCRIPTION

**Job Identification: 1.A.02.e
Job Profile: J0329**

**Duration of Post: Limited
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Project Support Specialist	PRFN	P18476	P-1	Washington, DC, USA

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Communicable Diseases Prevention, Control and Elimination (CDE) Department promotes, coordinates, and implements technical cooperation activities directed toward the surveillance, prevention, control, elimination and/or reduction of communicable diseases and zoonosis, that are technically sound and appropriate for the political and sociocultural context in which they are implemented. It strives to achieve a sustainable impact on health by providing normative guidance, furthering the implementation of evidence-based interventions, fostering alliances that strengthen country capacity, improving the effectiveness of inter-country collaboration, and facilitating policy and decision-making processes.

ORGANIZATIONAL CONTEXT

The incumbent is a member of the Administration and Program Management area (CDE/AP) and part of the Program, Project and Partnership team (PPP), supporting the CDE technical and administrative team in the implementation of the department's projects. The incumbent supports CDE technical teams on strategic and operational planning, programming, budgeting, and resource coordination and mobilization to enable the team's provision of technical cooperation. Duties are focused on supporting the planning, approval, execution, monitoring, control and reporting of the assigned projects in coordination with internal entities and stakeholders according to the project leader's guidance and aligned with the Organization's policies and procedures. The incumbent will work collaboratively with other relevant technical teams in the Organization, partner organizations involved, and member states to ensure adequate implementation of programmed activities. The incumbent will also support the CDE/AP area in the definition and application of internal controls aligned with the Organization systems to expand the Departmental capacity to identify improvement opportunities to impact CDE project results and visibility.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director, Department of Communicable Diseases Prevention, Control and Elimination (CDE), and the direct supervision of the Administrative Officer, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Provide support for the development, implementation, monitoring, control, reporting and evaluation of CDE Projects, supporting the Project Managers and technical teams' decisions in coordination and aligned with the CDE/AP/PPP team standards;
- b) Support the CDE/AP/PPP team in developing and maintaining controls that facilitate the drafting and consolidating of responses to ad hoc information requests from different levels of the Organization and donors (e.g. country briefing books, reviews of strategic indicators);
- c) Provide technical support to optimize programmatic and budgetary implementation; facilitate the monitoring and evaluation of grants from external donors;
- d) Support the development and consolidation of project work plans and facilitate the consolidation and development of periodic and ad-hoc technical and financial reports corresponding to CDE grants/funds;

- e) Collaborate with the CDE/AP/PPP team in supporting the project managers and other members in strategic, financial, and operational planning, including follow-up and coordination of the performance monitoring and assessment exercise (PMA);
- f) Collaborate with CDE/AP/PPP team in supporting the project managers and other members in development of the CDE BWP, in alignment with the Organization's strategic plans and priorities;
- g) 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 conflicts - Works collaboratively with team members and counterparts to achieve results; encourages cooperation and builds rapport; helps others when asked; accepts joint responsibility for the team's 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 / Share 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: Remain productive /Manage stress/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 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: Work efficiently and independently / Deliver quality results/Take responsibility - Prioritizes work and makes planning/Organizational adjustments as necessary; seeks clarification from supervisor on timelines, as needed. Use feedback and input from supervisor to achieve results. Produces quality results and has frequent discussions with supervisor to achieve results, is action-oriented and sees tasks through to completion. Shows understanding of own role and responsibilities in relation to expected results. Solicits and accepts direction and guidance from supervisor and team members and takes responsibility for own work and actions, as appropriate.

TECHNICAL EXPERTISE

- Theoretical and practical knowledge of project management in public health area, and other related sectors.
- Theoretical and practical knowledge in results-based management (RBM) focused on financing, program planning, reporting and evaluation.
- Knowledge of modern management principles and practices with specific emphasis on program management.
- Practical knowledge and skills in planning, implementation, and monitoring of program activities: demonstrated ability to organize meetings, workshops or events.
- Strong research and problem-solving skills; ability to manage multiple projects simultaneously and to work collaboratively on multi-disciplinary teams with tight schedules.
- Excellent skills in data control, assessment and analysis.
- Ability to create and advocate innovative approaches to facilitate and enhance project management capacity, as well as monitoring of these processes.
- 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 management, business administration or any other field related to the functions of the post, from a recognized university.

Desirable: Specific training or certification in Project Management from a recognized institution would be an asset.

EXPERIENCE

Essential: Three years of combined national and international experience in project management or data management and development of health information systems.

LANGUAGES

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

IT SKILLS

Demonstrated ability to effectively use current technology and MS Office software, spreadsheets and presentations, SharePoint management and control tools as well as Enterprise Resource Planning (ERP) and other management information systems. Other IT skills and knowledge of software programs such as Outlook, OneDrive, Teams, Word are considered essential. Knowledge and experience with Power BI would be an asset.