



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

**DESCRIPTION**

<b>Job Identification: CCOG 2.1.01 Job Profile: J0002</b>		<b>Duration of Post: <input checked="" type="checkbox"/> Limited <input type="checkbox"/> Indefinite</b>		
<b><i>Title</i></b>	<b><i>Category</i></b>	<b><i>Position Number</i></b>	<b><i>Grade</i></b>	<b><i>Duty Station</i></b>
Administrative Assistant II	GSN	P18548	G05	Panamá

**OBJECTIVE OF THE OFFICE/DEPARTMENT**

The Department of Health Systems and Services (HSS) is responsible for promoting, coordinating, and implementing the Organization’s technical cooperation in health systems and services development to achieve Universal Access to Health and Universal Health Coverage (Universal Health), based on the Primary Health Care approach. HSS promotes evidence-based policies, strategies and plans to transform national health systems to improve equity and resilience, as health systems move towards the achievement of Universal Health, strengthening governance and stewardship, increasing and improving health financing and social protection, and supporting the development of integrated networks of health services based on a highly resolute first level of care. HSS strengthens national capacity in the organization of people-centered health services, integrating the healthy life course approach, ensuring quality of care and patient safety, and the effective deployment and management of human resources.

**ORGANIZATIONAL CONTEXT**

The incumbent is part of the Health Systems and Services / Virtual Campus (HSS/VC) Special Program and participates as a member of a multidisciplinary group of international advisors, providing technical expertise in educational sciences related to the development of human resources for health in public health. The goal of the Virtual Campus for Public Health (VCPH) is to contribute to the development of skills and competencies of health workers, while supporting the transformation of public health services and practices in the Region of the Americas. The VCPH is a decentralized network of people, institutions and organizations that share courses and open educational resources on priorities in public health, relevant to the countries of the Region, and aligned to PAHO Governing Bodies mandates. Guided by the policy framework of PAHO/WHO, the incumbent will perform his/her responsibilities within a multidisciplinary team that promotes and provides leadership within the Organization and government officials to develop innovative educational programs and strategies related to in-service and e-learning process in public health.

**SUMMARY OF RESPONSIBILITIES**

Under the general supervision of the Director, Health Systems and Services (HSS), and the direct supervision of the Chief, Special Program PAHO Virtual Campus for Public Health (VCPH), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Perform administrative support functions; provide direct administrative support to the Chief of the Special Program and Advisors; coordinate the Chief Special Program’s agenda; maintain calendar of appointments and deadlines; assist in coordinating the overall administrative support functions within the program; review and edit official communications to ensure accuracy, clarity, and compliance with PAHO standards.
- b) Prepare routine correspondence in English and Spanish; draft articles, reports, technical documents, charts, and a variety of correspondence involving the use of technical terminology to ensure accuracy and conformance to PAHO style; prepare agendas and other material for use on official trips or special meetings;
- c) Review all incoming correspondence which require action by the Chief Special Program’s; identify urgent matters, and ensure that these are handled expeditiously, determining which can be answered by specific Office personnel; gather necessary background documentation for correspondence requiring action; make recommendations regarding the appropriate action to be taken; monitor to ensure that deadlines for responses are met; follow up with various personnel in the office for the submission of reports and formulation of correspondence;

- d) Assist in the preparation of technical presentations, technical reports and articles by formatting and reviewing to improve clarity, conciseness and coherence;
- e) Serve as liaison regarding logistical and operational processes and activities within the Special Program; communicate procedures to be followed for meetings of Technical Initiatives, Advisory Committees, etc.;
- f) Review all outgoing correspondence requiring the official signature; proofread in adherence to the Organization's standards and policies;
- g) Provide administrative support in the preparation of regional meetings, courses, seminars and virtual meetings, including the preparation of budget estimates on costs of personnel and participants' travel; monitor the operational aspects involved in the organization of these activities such as local conference expenses and other financial needs;
- h) Brief and train new staff in administrative procedures and practices and provide guidance, as required;
- i) Establish and maintain electronic files and controlled reference material; conduct research of files, reports, and other sources to obtain material requested and, when necessary, compile summaries;
- j) Coordinate with Program, Budget and Evaluation department (PBE/PB) regarding transfer of funds and initiate the required steps in PMIS to carry out this activity;
- k) Assist with all necessary processes in PMIS, including spend authorization, purchase of airline tickets and expense reports;
- l) Perform other related duties; including backstopping for other HSS team members, 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 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 / 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. Uses feedback and inputs 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

- Document preparation and editing in accordance with established standards.
- Proficiency in the use of computer software in accordance with assigned responsibilities.
- Ability to write/originate routine and non-routine correspondence and reports in English and Spanish.
- Ability to prepare working translations.
- Ability to plan, organize, coordinate, and carry out administrative processes such as meetings, recruitment of staff,

- personnel matters, preparation of formal publications, budget and expenditures records, acquisition of supplies.
- Ability to research, analyze and organize and format information to increase clarity of prepare charts, graphics, reports and other analytical data.
  - Ability to coordinate, monitor and control administrative services affecting several projects and involving the allocation of work, developing/adjusting operational procedures, evaluating priorities, coordinating and supporting internal day-to-day activities, etc.
  - Strong analytical and quantitative skills with strong attention to details.
  - Strong motivation, organizational and management skills, capable of being proactive when the situation requires.
  - Ability to work effectively under pressure in a diverse, team-oriented environment.

## EDUCATION

**Essential:** Certificate of completion of high school.

**Desirable:** Studies or any other certifications in business studies, health, biological or social science, project management or any other field related to the functions.

## EXPERIENCE

**Essential:** Five years of administrative work.

**Desirable:** Three years of experience in an international organization would be an asset.

## LANGUAGES

Fluency in Spanish or English with a 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 software, as well as Enterprise Resource Planning (ERP). Other IT skills and knowledge of software programs such as Excel, PowerPoint, SharePoint, Visio and Project would be an asset.