



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

POST DESCRIPTION

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Program Management & Partnership Specialist	PRFN	P18582	P02	Washington, DC

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 country cooperation for health development.

ORGANIZATIONAL CONTEXT

The incumbent provides support to the Country and Subregional Coordination (CSC) Office, contributing to the Office's strategic and operational planning, including programming, budgeting, resource mobilization, and expenditure tracking. The role also supports the monitoring and evaluation of CSC programs and projects to ensure the entity operates efficiently and effectively. The incumbent participates in the planning, implementation, and assessment of the CSC Biennial Work Plan, ensuring that all relevant documents are prepared in accordance with organizational guidelines and submitted within established deadlines. Working closely with the Planning, Budget and Evaluation (PBE) and External Relations, Resource Mobilization and Partnerships (ERP) Departments, the incumbent gathers information and prepares analytical inputs and formats to support decision-making within their area of responsibility. The role requires initiative, sound judgment, leadership, and strong interpersonal and negotiation skills to maintain effective working relationships and constructive dialogue with officials and advisors, both within and outside the organization.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Head, CSC and the technical guidance of the Directors, Planning, Budget & Evaluation (PBE) and External Relations, Resource Mobilization and Partnerships (ERP), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Provide technical support for the formulation, implementation, monitoring and assessment of public health policies, strategies, plans and programs to respond to the programmatic priorities of the Organization;

- b) Engage in corporate efforts for strategic and operational planning, budgeting and resource coordination to enable the implementation of the Office's technical cooperation programs, consistent with the Organization's mandates, priorities and results-based management framework;
- c) Coordinate the implementation of the entity's Biennial Work Plan (BWP); ensure that the advisor responsible provides required data and information to adequately assess and report on the implementation of products/services, and achievement of expected results;
- d) Conduct analyses and lead preparation of relevant documents and reports for the CSC Biennial Work Plan (BWP) development, monitoring, and evaluation, including Performance Monitoring Assessment and Human Resources Plans, and monitor the BWP programmatic and financial execution according to organizational guidelines, working in close collaboration with the Head, CSC, the Country Program Advisors (CPAs), and the Subregional Policy Advisors for CAM and SAM;
- e) Support the Office Head in leading the coordination of the performance monitoring and assessment of the Entity's BWP, and the Strategic Plan and Program Budget expected results (outcomes and outputs), including the preparation of reports; advising on setting realistic targets and milestones and ensuring up-to-date information to monitor progress on BWP implementation and achievement of results;
- f) Support the Office Head and Office's personnel in the design, negotiation and implementation of technical cooperation projects, including resource coordination, performance monitoring and assessment, and use of evaluation tools to support the sound management of funds; provide strategic support and inputs to develop new program initiatives to support the program of work;
- g) Provide technical and programmatic guidance to the Country Program Advisors in project and program related tasks;
- h) Contribute to the review and analysis of issues and trends related to country and subregional coordination matters, and to the preparation of various documents, including country and subregional situation analysis; other strategic analyses related to country and subregional work; periodic reports on CSC activities and achievement for various audiences; governing body documents; and summary documents and/or presentations for the Director, Executive Management or the Senior Advisory Group;
- i) Participate actively in the Program Management Network (PMN) led by PBE and in the Resources Mobilization Network (RMN) led by ERP, to promote and advocate for the country and CSC perspectives; liaise with PMN and RMN focal points in other entities across the Organization as necessary to ensure that these perspectives are highlighted; and review and analyze progress on the elaboration and implementation of interprogrammatic and intersectoral activities for the benefit of countries, in the context of the PMN and RMN;
- j) Act as the CSC focal point for activities related to the PAHO Enterprise Risk Management, FENSA and Procurement, in close collaboration with the Head, CSC;
- k) Maintain effective partnerships with all project stakeholders to exchange critical and technical information and resolve program/project implementation issues to ensure results are achieved as planned;
- l) Support the preparation of various written outputs, e.g., draft background papers, analyses, sections of reports and studies and other inputs to technical publications, and, on the preparation of technical documents for Governing Bodies meetings;
- m) Provide support to the Head, CSC for the management and control of all administrative services and operations of the Office, including but not limited to, budgeting, finance, procurement, human resources management, conference management, office space and equipment arrangements;
- n) Advise the Head, CSC in the allocation of financial, human, and physical resources for the Office; monitor and analyze financial and non-financial data to assess options for solutions to financial, administrative, and human resources issues; establish and utilize tracking mechanisms that allow the team to be proactive in initiating and executing administrative actions;
- o) Support the Office Head in evaluation processes, as applicable;
- p) Work in close coordination and interaction with the Office's Administrative Team; and
- q) 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

- Practical knowledge of results-based management concepts and tools and their applications, especially related to the formulation of programs and results and performance indicators.
- Theoretical and practical knowledge of international technical cooperation, with emphasis on the negotiation and management of international cooperation programs and projects.
- Mature judgment, strong technical, analytical, and conceptual skills; demonstrated ability to assess, analyze, synthesize and provide recommendations on key technical issues.
- Ability to integrate managerial and technical inputs into recommendations for decision-making processes; ability to manage multiple issues and tasks in a complex organizational environment.
- Ability to create and advocate innovative approaches to facilitate and enhance project management capacity, as well as monitoring of these processes.
- Excellent organizational and analytic skills combined with 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 area related to the functions of the post from a recognized university.

EXPERIENCE

Essential: Five years of combined national and international experience in the fields of planning, project management, monitoring and evaluation, including experience in strategy formulation and strategic resource allocation.

LANGUAGES

Fluency in Spanish or English 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, 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. Other relevant IT skills and knowledge of software programs such as, Power Bi and Visio would be an asset.