



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: CCOG 1.A.06
Job Profile: J2024**

Duration of Post: ☒ Limited
☐ Indefinite

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Human Resources Advisor, Talent Development	PRFP	6176	P4	Washington, D.C.

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Department of Human Resources Management (HRM) strives to position PAHO as the public health employer of choice in the Americas, attracting, developing, and retaining highly qualified, innovative, and committed individuals, dedicated to ensuring optimal health and well-being in the region. As a team, it serves as strategic partner, enabling the development of high-performing teams, fostering exemplary leadership at all levels, and cultivating a culture of inclusion, integrity, and accountability through agile and innovative people management practices.

ORGANIZATIONAL CONTEXT

The incumbent leads the Organization's talent development agenda, including corporate learning, career development, staff engagement, and recognition, ensuring alignment with PAHO's People Strategy and the UN System Leadership Framework. He/she oversees learning strategies and programs, serves as Secretary to the PAHO Learning Board, and supports implementation of corporate initiatives such as the Corporate Learning Priority Program (CLPP). The incumbent promotes an inclusive and high-performing culture by leading engagement initiatives and advancing awards and recognition programs. In collaboration with partners, including UNSSC, he/she applies innovative learning approaches and systems to strengthen organizational effectiveness and position PAHO as a learning organization

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director of Administration (AM) and the direct supervision of the Director, Human Resources Management (HRM), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

1. Strategic Talent Development and Workforce Capability

- Lead the design, implementation, and continuous improvement of PAHO's talent development and learning strategies, ensuring workforce capability alignment with organizational priorities and future workforce needs.
- Advise senior leadership on workforce capability gaps, emerging skills requirements, and performance management risks, providing evidence-based recommendations.
- Drive organizational transformation initiatives related to learning and career development, and performance enhancement.

2. Learning, Leadership Development, and Skills-Based Workforce

- Lead the development and institutionalization of a skills-based approach to talent management, including skills taxonomy, mapping, and integration into HR systems.
- Identify critical skill gaps and design targeted learning and development programs.
- Oversee leadership development programs, career pathways, and succession planning frameworks to strengthen leadership pipelines.
- Serve as Secretary of the Learning Board, supporting governance, prioritization, and implementation of learning strategies and the Learning and Development Needs Assessment (LDNA).
- Promote a culture of continuous learning through innovative, digital, and AI-enabled learning solutions.

- i) Oversee the effective and efficient management and optimization of learning platforms and related HR systems.

3. Performance Management

- j) Oversee the design, implementation, and continuous enhancement of the performance management framework, ensuring alignment with results-based management principles.
- k) Provide policy interpretation and advisory services to managers on performance-related matters.
- l) Analyze performance data and trends to identify systemic issues and recommend organizational interventions to promote excellence.

4. Employee Engagement and Organizational Culture

- m) Design and implement organization-wide employee engagement strategies, frameworks, and tools aligned with PAHO's values and culture.
- n) Lead engagement assessments and diagnostics, analyze results, and support managers in developing and implementing targeted action plans.
- o) Deliver interventions and capacity-building activities that foster inclusion, collaboration, and high performance.

5. Knowledge Management and Innovation

- p) Establish and lead reporting frameworks to monitor workforce capabilities, learning, engagement, and performance indicators.
- q) Translate complex data into actionable insights, reports, and presentations for senior management and governance bodies.
- r) Conduct research on emerging HR, learning, performance, and organizational development trends and introduce innovative practices to enhance organizational effectiveness.

6. Recognition and Culture Reinforcement

- s) Promotes and institutionalizes staff recognition programs and practices that reinforce PAHO's values and recognize excellence in performance and contributions.
- t) Supports culture-building initiatives to strengthen engagement, morale, and organizational identity.

7. Team Leadership and Operational Excellence

- u) Plan, manage, and supervise assigned staff, fostering a client-oriented, high-performing, and collaborative team environment.
- v) Set work objectives, monitor performance, and support staff development through continuous feedback and coaching.
- w) Lead process improvements and operational efficiencies through effective use of HR systems and best practices.

8. Other Duties

- x) 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.

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.

Teamwork: Collaborate and cooperate with others - Works collaboratively with team members and counterparts to achieve and build rapport; helps others when asked; accepts joint responsibility for the team's successes and shortcomings.

Communication: Write effectively/Share knowledge - 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 - Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs. Aligns projects with Organization's mission and objectives. Consistently solves own and team's problems effectively as needed. Proactively engages in projects and initiatives, accepting demanding goals, in line with Organizational Strategies and Program of Work. Demonstrates accountability for work of team and sets an example, while explicitly articulating lessons learnt for own and team's benefit.

Ensuring effective use of resources: Strategize and set clear objectives/Monitor progress and use resources well - Sets specific, measurable, attainable, realistic and timely objectives for own team and/or the Organization; systematically analyses and anticipates priority projects for own team and allocates necessary resources to achieve them; identifies the cross-Organizational resources needed for large- scale projects in line with key Organizational objectives. Anticipates foreseeable changes and adapts own and team's projects in the face of unforeseen circumstances and/ or challenges; creates measures and criteria to monitor progress of overall projects against key Organizational objectives; creates cost-effective solutions for the Organization.

Building and promoting partnerships across the Organization and beyond: Develop networks and partnerships and encourage collaboration - Builds and negotiate strategic partnerships and alliances with a wide range of key stakeholders to ensure Organizational results and success. Creates innovative opportunities for promoting synergies inside and outside the Organization to improve Organizational success.

Creating an empowering and motivating environment: Provide direction - Manages individual and group projects and ensures that roles, responsibilities and reporting lines are clearly defined, understood and accepted; delegates work appropriately to achieve best results.

TECHNICAL EXPERTISE

- Expertise in translating organizational goals into actionable HR strategies, aligning workforce plans with business priorities, and influencing senior leadership decisions.
- Advanced knowledge of talent development, learning and development, leadership development, performance management, and skills-based workforce approaches, including the design and implementation of enterprise-wide frameworks and systems.
- Ability to interpret complex HR data, generate insights, and make evidence-based recommendations that improve organizational performance.
- Ability to design effective structures, roles, and talent systems while understanding interdependencies across the organization.
- Ability to identify, develop, and retain talent through structured career pathways, leadership pipelines, and succession strategies.
- Ability to design and implement forward-looking learning ecosystems that build critical organizational capabilities.
- Ability to diagnose engagement issues and drive initiatives that foster an inclusive, high-performance culture.
- Ability to plan, manage, and deliver multiple HR initiatives effectively, ensuring timelines, quality, and outcomes are met.
- Ability to lead workshops, guide leaders, and support behavior change through coaching and structured interventions.
- Ability to introduce innovation, apply emerging HR and organizational development trends, and improve systems and processes to enhance efficiency, employee experience, and organizational effectiveness.

EDUCATION

Essential: A bachelor's degree and a master's degree in human resources development, organization psychology, education, business or public administration or a related field from a recognized university.

EXPERIENCE

Essential: Nine years combined national and international professional experience in a senior HR leadership role with proven experience in HR strategy development and execution regarding career and capabilities development, performance management, engagement, organizational culture, and corporate learning programs.

Desirable: Experience developing or leading organizational transitions into skills-based talent management.

LANGUAGES

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

IT SKILLS

Proficiency in enterprise HR platforms, such as Workday, Oracle, Sap. Advanced use of Microsoft Excel (pivot tables, dashboards), Power BI, Tableau, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word. Proficiency in Workday and AI tools, including CoPilot, is an asset.