

 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				
<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Project Support Specialist (HSS)	PRFN	P19161	P2	Washington, D.C.
First Level Supervision	Unit Chief, Primary Health Care and Integrated Services Delivery (HSS/PH)	Second Level Supervision	Director, Health Systems and Services (HSS)	

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 Unit of Primary Health Care and Integrated Health Services Delivery (HSS/PH) provides technical, policy, and strategic advice and programmatic direction for the development of technical cooperation strategies to promote Universal Health based on the Primary Health Care approach, addressing the comprehensive health needs of people, families, and the community where they live, addressing barriers to access, and ensuring continuity in the delivery of quality health services. The UHC-Partnership (UHC-P) is one of WHO's largest platforms for international cooperation on universal health coverage (UHC) and primary health care (PHC), working with each of the WHO Regions, including PAHO. The Department of Health Services and Systems (HSS) provides the regional Secretariat function for the UHC-P for the Americas Region within PAHO. The incumbent will support HSS/PH by overseeing programming and budget issues for the management, coordination and implementation of UHC-P voluntary contributions for PAHO in coordination with the Program Management and Partnership Specialist and the Director HSS. He/she must exercise initiative, good judgment and negotiation abilities to ensure good working relationships, and inter-programmatic and technical dialogue at different levels of the Organization.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Unit Chief, Primary Health Care and Integrated Services Delivery (HSS/PH) and the general guidance of the Director, Health Systems and Services (HSS), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- Support the design, negotiation and implementation of technical cooperation projects and ensure that projects managed by HSS/PH are executed according to action plans and within established timelines; ensure timely submission of financial and progress reports in accordance with donor agreements;
- Support the HSS/PH in the development of Biennial Work Plans (BWP) as well as the Strategic Plan 2026 – 2031 in relevant areas, as well as in leading the coordination of the performance monitoring and assessment process for the technical unit, and contributions to other institutional reporting;
- Provide technical support for the management, coordination, implementation and evaluation of the UHC-Partnership (UHC-P) voluntary contributions for the region of the Americas in coordination with the HSS

- Program Management and Partnership Specialist;
- d) Establish and maintain effective partnerships with all project stakeholders to exchange critical and technical information and resolve implementation issues in the voluntary contributions to ensure results are achieved as planned;
 - e) Support the design, development and implementation of PAHO's UHC-P project development, including resource mobilization and resource coordination, performance monitoring and assessment, and use of evaluation tools to support the sound management of project funds; provide strategic support and inputs to develop the program of work;
 - f) Coordinate with countries, regional technical units and subregional programs as necessary and provide technical quality control for the development of multi-annual and annual work planning for UHC-P voluntary contributions, ensuring fit with donor requirements;
 - g) Liaise frequently with focal points in countries, regional technical units and subregional programs to coordinate, seek approval for and track ad hoc amendments to the project plans;
 - h) Coordinate regular technical monitoring on progress of work plans and annual reporting on impact and results, providing guidance on monitoring and reporting tools and quality assurance;
 - i) Manage funding disbursement, tracking for UHC-P voluntary contributions and close voluntary contributions as they expire;
 - j) Develop and maintain collaborative project tools such as SharePoint, Teams or online monitoring systems for managing project plans and reports;
 - k) Provide briefings for senior management on progress and issues for PAHO representation on the Multi-Donor Coordination Committee and the High-Level Steering Committee. Coordinate and prepare presentations for PAHO representation in Live Monitoring with WHO technical teams and UHC-P donors, and for Joint Working Team meetings on technical themes;
 - l) 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 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/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. Make proposals for improving processes as required and take 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 articulate 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.
- Theoretical and practical knowledge of international technical cooperation, with emphasis on the negotiation and management of international cooperation programs and projects.
- Demonstrated project management skills in planning, implementation, monitoring and reporting; strong knowledge of financial analysis, synthesis, and forecasting.
- Ability to develop collaborative working relationships, support resource mobilization and coordinate activities among various internal and external partners.
- 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.
- Excellent organizational and analytic skills.
- 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 health or social science related to the functions of the post from a recognized university.

Desirable: A master's degree in public health, policy and planning, project management, health administration, public administration, management or related field would be an asset.

EXPERIENCE

Essential: Five years combined national and international experience in the fields of project management, health planning, monitoring and evaluation.

Desirable: Experience in working with a wide range of stakeholders including international donor agencies would be an asset.

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, spreadsheets and presentations, as well as Enterprise Resource Planning (ERP) and management information systems. Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, One Drive, PowerPoint, Teams, SharePoint and Word are considered essential.