



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

POST DESCRIPTION

**Job Identification: CCOG 1.1.03.g
Job Profile: J1624**

**Duration of Post: Limited
 Indefinite**

<i>Title:</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Advisor, Hospital, Emergency, Critical and Specialized Health Services	PRFP	0080	P04	Washington, D.C.

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 responsible for technical cooperation activities included in the Biennial Work Plan (BWP) of the Primary Health Care and Integrated Services Delivery Unit (HSS/PH), optimizing the role of hospitals and the delivery of specialized care in integrated health service networks, with the aim of providing comprehensive, high-quality health services that meet the needs of individuals and communities. This involves developing strategies and initiatives that enhance the quality of in-hospital and outpatient services, including diagnostics, treatment, rehabilitation, and palliative care, as well as hospital emergency services, critical care, surgical care, highly specialized services (such as oncology, hemodialysis) and specialized support for home care services. The incumbent will work within the strategic frameworks guiding the work of Health Systems and Services, including the WHO Global Program of Work, the PAHO Strategic Plan and relevant mandates of the Pan American Health Organization. The incumbent acts in an advisory capacity to strengthen the pivotal role of hospitals and specialized care within integrated service delivery networks, with emphasis on the continuum of care, quality of care, and promoting coordination with primary health care services. The incumbent is expected to exercise judgment in interpreting documents and resolutions when planning, implementing, monitoring and evaluating programs. His/her supervisor provides guidance on the Program’s priorities and strategies; approves workplans; and reviews progress of ongoing activities. The incumbent is a member of the PH team within HSS and will support inter-programmatic teamwork with internal stakeholders including priority programs, Member States and external stakeholders, private sector; NGOs; community/user representatives; universities; professional associations; multilateral and bilateral agencies; and donors/foundations.

SUMMARY OF RESPONSIBILITIES

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

- a) Develop and implement technical cooperation strategies, informed by in-depth analysis of the regional health situation priority areas of work, and in alignment with health systems development, the Sustainable Development Goals and international commitments on sexual and reproductive health and maternal health;
- b) Provide technical and strategic advice, and programmatic support to strengthen hospitals and the delivery of specialized care within integrated health service delivery networks. Provide guidance on the restructuring, transformation, and upgrading of hospitals and the delivery of specialized care to ensure adequate accessibility of hospital-based services, including emergency, operative, and critical care (ECO systems), and outpatient specialized services;
- c) Support national health authorities in the organization, management, operations and oversight of hospitals and strengthen the integration of hospitals and the delivery of specialized care services within integrated health service delivery networks, including coordination with pre-hospital services, and including emergency medical services for expansion of disaster response;
- d) Support the development of models of care and comprehensive care plans to streamline patient flows within hospital settings and specialized care services; facilitate smooth transition for patients from hospital to home or other care settings, reducing waiting times; optimize hospital discharge procedures, and improve access to care and patient satisfaction, with special attention to the differentiated needs of people;
- e) Support the planning processes and development of hospital infrastructure projects, including processes of commissioning and decommissioning of hospitals and specialized services, and national processes for climate change adaptation;
- f) Identify and promote evidence based innovative clinical management approaches to enhance acute and chronic care, including same-day surgery, and day hospitals, among others; promote specialized care services within primary health care, reducing hospitalizations, and promoting self-care;
- g) Advocate for and support the development and implementation of quality and safety standards in hospitals and outpatient specialized care settings and implement methodologies and tools to improve hospital management, enhancing coordination across different services and levels of care, and providing technical support for effective adoption of quality and safety standards;
- h) Collaborate with relevant stakeholders, including health professionals, policymakers, community leaders, patient movements, and partner organizations, to promote the importance of community and patient participation in hospital and specialized care; promote strategies aimed at fostering effective communication and collaboration among healthcare providers, patients, and their families;
- i) Support countries in the analysis of profile of complexity of care within the health systems and services, supporting access to hospital, diagnostic and specialized care services in an organized manner and based on establishment of criteria and the development of protocols;
- j) Support the strategic planning of hospital units, considering that hospitals are complex institutions with routines and organizational cultures that need to be improved in order to optimize processes and health care delivery, embedding quality standards and patient safety in planning processes;
- k) Collaborate with relevant stakeholders and support countries in hospital infrastructure development for the expansion or improvement of hospital services and climate change adaptations, including decommissioning and commissioning of hospitals;
- l) In collaboration with PHE support the development of hospital capacities for disaster preparedness and response, including preparedness and response to pandemics; participate in response teams as required;
- m) Collaborate with relevant PAHO units in the development of National Climate Adaptation Plan, to ensure adequate consideration to hospitals, specialized services, and the network of services;
- n) Support the organization and development of hospital networks across integrated health service delivery network;
- o) Promote the permanent articulation of the set of clinical and surgical specialties, as well as planning of multi-professional teams ensuring the integrality of care, with support from other technical units and departments within the Organization;
- p) Identify methods and mechanisms to strengthen the engagement and collaboration between users and providers, health services and communities, informal care networks and family care givers, promoting a cultural change in the provision of services based on the principles of primary health care and people-centered service delivery;
- q) Strengthen capacity for the governance and stewardship of hospitals and specialized care services within integrated health service delivery networks;
- r) Develop knowledge management and operations research initiatives related to hospital and specialized care services with emphasis on models of care that focus on people and communities, with due focus on the differentiated needs of people (gender, ethnicity, age, etc.);

- s) Collaborate in global and regional alliances and networks in the exchange of best practices and experiences among countries in the field of work; promote the development of regional networks building the necessary expertise and knowledge, and promote and manage collaborating centers in this area;
- t) Mobilize resources, financial, technical and human, in the strengthening of hospitals and the delivery of specialized care services in countries, through the development of projects and initiatives that promote improved access to services; liaise and coordinate with international financing institutions and agencies in the development and implementation of joint projects;
- u) Participate in the preparation of the Project's Biennial Work Plan (BWP), budget and technical evaluation reports;
- v) When called upon to directly supervise staff, establish clear work objectives, conduct timely and effective performance appraisals, provide coaching and feedback, and support staff development opportunities;
- w) 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 negotiates 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.

TECHNICAL EXPERTISE

- Expert knowledge in the organization, management and delivery of health care services, focused on hospital and specialized care, integration of disease-specific programs into health systems, people centered care, life course approach, gender and culturally sensitive services, and the development of programs to facilitate the empowerment of people and the community.
- In-depth knowledge of standards of quality of care and patient safety within hospital settings.
- Expertise in formulating project proposals for external financing.
- Knowledge and skills in the formulation of technical cooperation interventions and in the development of criteria for evaluating program interventions and evaluations with emphasis on health care services.
- Managerial skills for the development, implementation, and analysis of technical cooperation programs and activities, including budget programming and control.
- Expertise in strategic thinking, political and stakeholder analysis, community participation, communication, negotiation methods and leadership development.
- 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 one of the health sciences, and a master's degree in public health, health systems/services administration, or any other field related to the functions of the post, from an accredited institution.

Desirable: A PhD in public health, public administration, or health service delivery would be an asset.

EXPERIENCE

Essential: Nine years of combined national and international experience in the field of health systems and services management at an advisory or executive level, including 5 years' experience in hospital care and management.

LANGUAGES

Very good knowledge of English or Spanish with 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 SIP Plus, Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint and Word are considered essential.