



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

**POST DESCRIPTION**

**Job Identification: CCOG 2.1.02.b  
Job Profile: J0088**

**Duration of Post:  Limited  
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Human Resources Technician 1	GSP	4709	G06	Bridgetown, Barbados

**OBJECTIVE OF THE OFFICE/DEPARTMENT**

PAHO Country Offices are responsible for ensuring that the Pan American Health Organization / World Health Organization (PAHO/WHO) country program of technical cooperation and its country presence provides adequate support to the national health development process and, at the same time, enables the country/ies to shape the sub regional, regional, and global health agendas. The PAHO/WHO Country Office is the basic organizational unit for technical cooperation with the country/ies, drawing on PAHO/WHO resources from all levels and all parts of the Organization.

**ORGANIZATIONAL CONTEXT**

The incumbent is a member of the Representation Administrative team. He/she is responsible for providing support for the overall management of the human resources functions of the PAHO/WHO Representation for Barbados and the Eastern Caribbean; the Office of the Subregional Program Coordination for the Caribbean (SPC/CRB) and any other cost center(s) or regional decentralized programs/advisors co-located with the Representation. Work involves delivering specialized support activities requiring evaluation, comparison and choice of action from many different alternatives, and as such, the incumbent plays a lead role in the provision of specialized activities which may be performed independently or may involve leading and/or consolidating work performed by others. Work requires judgment and initiative in the application and adaptation of the various policies and regulations established for human resources management. Work requires understanding and initiative in the application and adaptation of the various policies and regulations of public service and foreign affair processes for Barbados and the Eastern Caribbean Countries. Working contacts include colleagues in the same organizational unit and associated and immediately served clients in other organizational units and/or outside the Organization, in particular the Ministries of Foreign Affairs and Ministries of Health. Managerial guidance received focuses on the facilitation of process delivery & process impact.

**SUMMARY OF RESPONSIBILITIES**

Under the general supervision of the PAHO/WHO Representative (PWR/ECC), and the direct supervision of the Administrator and in close coordination with Human Resources Management (HRM) at Headquarters, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Assist and coordinate the recruitment and selection process for fixed-term and short-term United Nations (UN) positions, and local positions for hiring under local conditions of employment (contingent workers) including decentralized operations offices/personnel and the SPC office; provide guidance to technical staff regarding the proper use of contractual mechanisms; collaborate in the process of preparing job descriptions for fixed and short-term positions, and terms of reference for contingent worker positions; prepare and place local advertisements; conduct screening of applications and interviewing of candidates; administer testing; prepare documentation for and act as Secretary of the local selection committees;
- b) Initiate and/or approve human resources (HR) related actions in the corporate information system for staff and contingent workers; serve as HR Partner in the PASB Management Information System (PMIS), and HR focal point for the selection process of local and international recruited positions;

- c) Prepare and process contracts for contingent workers (consultants: NPCs, IPCs; local positions, CLTs, etc.), ensuring compliance with established policies and guidelines; create positions and job requisitions in PMIS; prepare estimated cost for contracts; issue contracts; process hiring and termination business processes; register consultants in accident insurance scheme; monitor and update PMIS with status of all contingent worker positions and other contracts for personnel; coordinate, track and process the extension of staff and contingent worker contracts;
- d) Administer the files of contingent workers hired under local conditions of employment; monitor performance and issue salary increases as applicable, based on established practices and procedures; update the corporate personnel information systems with new positions and changes in status, as applicable; monitor the financial billings of the local employment agency where applicable; verify costs and submit invoices for payment;
- e) Administer personnel policies and apply regulations, rules and procedures concerning recruitment, appointment, benefits, and other personnel matters including issues related to immunities and privileges as they apply to international staff as well as local labor legislation as it applies to personnel hired under local conditions;
- f) Ensure that requests for payment of salaries, pension fund documentation, annual leave reports/requests and any other entitlements are prepared and submitted accordingly;
- g) Maintain all administrative records related to the Office's staff and personnel, to include: extension of contracts, job description reviews, recruitment of short term staff under the various contractual modalities of the Organization; prepare the corresponding justifications for the contracts and authorization of payments for contingent workers;
- h) Brief prospective candidates or new appointees on benefits and conditions of employment; inform staff members on administrative procedures related to official travel, annual leave, sick leave, health insurance benefits and other personnel matters;
- i) Assist in obtaining salary data for local salary surveys and for salary scales for personnel hired under local conditions of employment; monitor and assist in the process of updating local salary scale and pay bands for contingent workers;
- j) Prepare formal notifications and liaise with local authorities in Barbados and the Eastern Caribbean Countries where Satellite Offices are located, on the arrival and departure of international staff; handle documentation required by the Ministry of Foreign Affairs and other government agencies; assist staff members in matters related to customs clearance of their personal and household effects, etc.;
- k) Prepare formal notifications and liaise with local authorities in Barbados and the Eastern Caribbean Countries on personnel matters of contingent workers assigned by the Ministry of Health to PAHO through the basic agreements; provide guidance and support regarding the process for initiating and completing the performance appraisal in the corresponding system, as needed;
- l) Provide guidance and support to staff regarding the process for initiating and completing the Performance Planning and Evaluation System (PPES) process in PMIS, as needed;
- m) Compose, draft and prepare correspondence in English pertaining to assigned duties on own initiative or from verbal/written instructions for signature;
- n) Act as a focal point for Human Resources matters with HRM at Headquarters; act as focal point for Learning for all co-located offices; collaborate with the Administrator in the development of proposals on staff development plans; collaborate with Representative and other managers in coo-located offices in the development of staff engagement plans; collaborate in the training of technical and support personnel;
- o) Act as Focal Point for UN OPT Business Operation Strategy (BOS) for Human Resources;
- p) 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 other/Deal effectively with conflict** - Creates team spirit; promotes collaboration and open communication in the team; proactively supports others; welcomes team responsibilities and drives team results; promotes knowledge sharing in the team. Proactively identifies conflicts and facilitates their resolution in a respectful manner; tactfully resolves conflicts between or with others and takes action to reduce any possible tension; effectively builds a rapport with individuals and teams, establishing good personal and professional relationships, as well as minimizing risk of potential conflict.

**Respecting and valuing individual differences:** - Treats everyone with dignity and respect, fostering positive relationships with everyone. Reflects on personal behavior to avoid stereotypes and discrimination, considering situations from the perspective of others.

**Communication: Express oneself clearly when speaking/Listen/Write effectively/Share knowledge** - Foresees communication needs of audience and targets message accordingly. Facilitates open communication; encourages others to share their views openly and takes time to understand and consider their views. 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.

**Knowing and Managing Yourself: Remain productive/Continuously learn** - Remains objective and focused even in a “changing and moving” environment; continues to display positive behavior when facing some constraints; keeps challenges in perspective. Seeks all relevant information for decision making from a wide range of sources; quickly learns new competencies and skills that expand role capability; shows rapid understanding of new and/or complex information relevant to job.

**Producing results: Work efficiently and independently/ Deliver quality results/Take responsibility** - Prioritizes work, monitors own progress against objectives and adapts plans as required; communicates adjustments as necessary. Acts proactively and stimulates action as needed; handles problems effectively and constructively. Produces high-quality results and workable solutions that meet clients’ needs. Works independently to produce new results and sets own time lines effectively and efficiently. Demonstrates positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learns from experience.

## **TECHNICAL EXPERTISE**

- Knowledge of human resources practices and procedures combined with the ability to explain policies, regulations, standards and established guidelines which form the basis for personnel decisions and actions.
- Skills in planning, organizing, problem-solving, and decision-making of office management processes.
- Ability to maintain databases, input data, and prepare reports and documentation including special charts, graphics, and other features.
- Ability to research, analyze and organize information in order to prepare charts, graphics, reports, etc.
- Ability to plan, organize, coordinate and carry out administrative processes, such as monitoring of human resources processes, maintenance of expenditures records, preparation of budgets, etc.
- Ability to write/originate routine and nonroutine correspondence and reports in English and Spanish.
- Ability to plan, organize, coordinate, and carry out administrative processes such as contract management, recruitment of personnel, preparation of reports, coordinating administrative support services, etc.
- The nature of the business in HR requires sensitivity, confidentiality and respect for all contacts and information processed.

## **EDUCATION**

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

**Desirable:** Specialized training at the college, university or business school level on administration or human resources management would be an asset.

## **EXPERIENCE**

**Essential:** Six years of general office or administrative work experience or four years of general office or administrative work experience, and or business school level with emphasis on administration or Human Resources.

**Desirable:** Experience in working with Foreign Affairs, Public Service and other high-level government offices, including the Ministries of Health.

## **LANGUAGES**

Very good knowledge of English. A working knowledge of Spanish 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 Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.