



**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: J0192**

Duration of Post:

Limited
 Indefinite

<i>Title:</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Advisor, Health Workforce Policy	PRFP	4846	P04	Washington, D.C.

OBJECTIVE OF THE 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 a member of the Human Resources for Health (HSS/HR) Unit of the Department of Health Systems and Services (HSS), supporting technical cooperation activities included in the Unit’s Biennial Work Plan (BWP). As part of the HSS/HR Team, the incumbent will provide technical support for the development and implementation of the activities related to the post. The incumbent is responsible for providing strategic, technical and programmatic advice and support for the effective oversight of the technical program, supporting policy development and the planning of and requirements for HRH for health systems and services, taking into consideration determinants of access to qualified HRH within Member States and skills mix, inter-professional responsibilities, and optimizing scopes of practice. The incumbent must exercise a high degree of independent judgment and initiative and, in coordination with the HSS team, make decisions and recommend courses of action with autonomy. He/she is required to assume leadership and initiative in the program and with colleagues both internal and external to the Organization.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director, Health Systems and Services (HSS), and the direct supervision of the Unit Chief, Human Resources for Health (HSS/HR), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Provide technical, strategic and programmatic advice and direct support for the development, update and implementation of policies, planning and regulation of the health workforce, to advance the availability, distribution and quality of human resources for health in the Region of the Americas;
- b) Create, strengthen and convene regional and subregional partnerships and networks of specialized institutions aimed at developing policies, regulation, planning, education and research on human resources for health oriented towards universal access to health and universal coverage;
- c) Support health sector transformation processes, applying systems thinking methods to analyze health workforce requirements for the expansion of health systems based on Primary Health Care;
- d) Advise and provide technical support for the development and application of methodologies to forecast health workforce needs in the short, mid and long term, taking into consideration the skill set required to deliver quality comprehensive and integrated care within health services networks, and at all levels of care;
- e) Support the generation of strategic information that supports forecasting of needs and dialogue with other sectors involved in the production of human resources for health, as a means to guide policy development in the delivery of health care;
- f) Collaborate and support Member States in addressing needs related to the shortage of human resources for health in particular at the primary care level, in underserved and marginalized populations; and in remote and rural areas;
- g) Provide support to policy makers to establish the necessary regulatory frameworks and incentives that will support countries in addressing shortfalls in these populations and territories and in ensuring the availability of an effective and efficient health workforce;

- h) Provide support and guidance in the public administration of human resources for health, in the institutionalization of human resources management in accordance with public policy and the defined model of care, not only in the organization and delivery of health services but in all of the essential public health functions required to improve health outcomes;
- i) Collaborate with Member States in addressing challenges associated with the retention and migration of human resources for health; provide policy guidance to countries in this area in line with the principal mandates of the Organization;
- j) Advise and support Member States and health professional associations in the development of regulatory frameworks guiding health profession practice, with a view to addressing and supporting the needs of a health system moving towards universal access to health and universal health coverage;
- k) Promote dialogue across sectors, in particular health, education and labor, to promote human resources for health as a key driver of health and development and as an investment in the health and wellbeing of the population;
- l) Advise and support the development of good practices and lessons learned in the area of HRH;
- m) Strengthen and support the institutional capacity of regional and subregional academic and research institutions on research and translating knowledge into policy;
- n) Provide advice and technical expertise in the development of human resources for health core data and information systems (including the use of Information Communication Technologies) at the regional and subregional level, and between countries, their integration with broader health information systems, the production of analysis and policy briefs and the identification of knowledge gaps, amenable to organizational and evaluative research; produce on a periodic basis an analysis of the HRH situation, trends and issues;
- o) Support the formulation, execution and evaluation of program and budget plan for the biennium; participate and develop common strategies with other professionals within Country Offices on all aspects related to human resources for health, in particular on the scaling up of human resources; manage the financial resources under his/her responsibility with transparency and effectiveness, including extra-budgetary resources;
- p) Collaborate in obtaining extra-budgetary resources, financial and non-financial, by assisting national, subregional and regional authorities in the preparation of project proposals and plans for appropriate national, bilateral and international agencies;
- q) Collaborate in global and regional alliances and networks in health workforce, including the exchange of best practices and experiences among countries; promote the development of regional networks building the necessary expertise and knowledge in the field of work and promote and manage collaborating centers in this area;
- r) Support countries in building partnerships for strengthening health workforce, engaging policy makers from other sectors, NGOs, community based and other civil society organizations and other relevant regional stakeholders;
- s) Mobilize resources, financial, technical and human through the development of projects and initiatives; liaise and coordinate with international financing institutions and agencies in the development and implementation of joint projects;
- t) Participate in the preparation of the Project's Biennial Work Plan (BWP), budget and technical evaluation reports;
- u) 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;
- v) 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

- Technical expertise in the areas of human resources development, policies, planning, financing and regulation, management of health human resources, analysis of labor markets and work conditions.
- Expertise in strategic thinking, planning of human resources for health, political and stakeholder analysis, communication, negotiation methods, leadership development, health system performance, utilization of information and communication technologies and networking.
- Expertise in health education, life-long learning, continuing education and professional development; quality improvement and accreditation of educational programs and institutions.
- Knowledge and skills in the formulation of technical cooperation interventions and in the development of criteria and instruments for evaluating program interventions.
- 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.
- Expertise in systems thinking and the analysis of complex systems, methods for requirements analysis and planning under uncertainty, quantifying information where knowledge is sparse, requiring strong stakeholder collaboration.

EDUCATION

Essential: A university degree in a health, social or management related profession and a master's degree in public health, human resources development, health systems policy/services administration or any other discipline related to the functions of the post from a recognized institution.

EXPERIENCE

Essential: Nine years of combined national and international experience in policy development and management of human resources for health involving multiple health and non-health stakeholders. Of these, at least three years should include development of policies, ability to negotiate and coordinate with all relevant sectors of government, the private sector, international agencies, academic institutions, professional associations and civil society organizations. Experience should include identification, development of strategy and programmatic analysis, planning and evaluation of HRH and health programs and resources, resource mobilization, consensus and commitment building and implementation of solutions.

LANGUAGES

Fluency in 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.