



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

POST DESCRIPTION

Job Identification: CCOG Job Profile: J1595		Duration of Post: <input checked="" type="checkbox"/> Limited <input type="checkbox"/> Indefinite		
Title	Category	Position Number	Grade	Duty Station
Advisor, Program Management and Administration	PRFP	P06805	P04	Washington DC

OBJECTIVE OF THE OFFICE/DEPARTMENT

The objective of the Health Emergencies Department (PHE) of the Pan American Health Organization (PAHO/WHO) is to increase health sector resilience to emergencies and disasters. PHE assists Member States to strengthen the health sector’s capacities in prevention, risk reduction, preparedness, surveillance, response, and early recovery for emergencies and disasters related to any hazards (natural, man-made, biological, chemical, radiological and others) and, when national capacities are overwhelmed, to lead and coordinate the international health response to contain disasters, including outbreaks, and to provide effective relief and recovery to affected populations. PHE is responsible for ensuring the implementation and updating of the PAHO/WHO Institutional Emergency and Disaster Response policy.

ORGANIZATIONAL CONTEXT

The incumbent is a member of the Department of Health Emergencies’ (PHE) Senior Management Team and is responsible for providing effective program management and administrative guidance for the health emergencies department and for ensuring that the Organization’s emergency operations are rapidly and sustainably financed and staffed. This involves ensuring the provision of high quality, sound program management and administrative services (HR, Finance, work planning and grant management), including during emergencies, as well as effective monitoring of and compliance with Standard Operating Procedures (SOPs), leading to continuous improvement and business process excellence. The incumbent is expected to exercise full judgement in adapting or modifying relevant PAHO guidelines and to lead the development of new guidelines to meet particular requirements or changing circumstances. Assignments will be generated by the incumbent, with guidance on policy aspects and strategic direction provided by the Director, PHE. The incumbent will be expected to provide leadership and to collaborate with Headquarters, Regional and Country Office counterparts in the application of global, regional and country level policies and procedures. The incumbent will have direct contact with PAHO/WHO Representatives, Regional Advisors, senior-level technical staff and WHO HQ and Regional Office counterparts to coordinate and manage relevant activities. The incumbent must have the capacity to work independently and will have scope to exercise considerable individual professional judgment. The incumbent will be deployed to emergency operations when required.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Director, PHE, and the general guidance of the Director, Planning, Budget and Evaluation, (PBE) the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Provide overall coordination of the Management and Administration (MGA) area of the Health Emergencies Department (PHE); plan, recommend, and implement systems, norms and procedures for the administration of human, financial and material resources of the PHE department, as well as for the control and evaluation of such processes; provide guidance and technical support for PHE’s activities in the Region, covering a variety of interrelated budgetary, planning, security, human resources and other related issues;
- b) Provide expertise and guidance to the PHE Director, Deputy Director, and Unit Chiefs, PAHO Representatives, Regional Advisors, Administrative Officers and senior-level technical staff on policies and procedures covering

all aspects of planning, program management and administration related to the Organization's work in emergencies;

- c) Ensure close collaborative working arrangements with the WHO Health Emergencies' (WHE) Management and Administration department and units, at global and regional levels;
- d) Provide guidance on the implementation and development of the Organization's technical cooperation projects and activities by planning and monitoring all financial and administrative services required;
- e) Guide the development, review and approval of workplans and budgets; oversee the work of the planning, budget and finance teams in establishing standardized emergency programme work plans and budgets, monitoring the status of funding available and projected and resulting funding gaps, and ensuring rapid availability of funding for immediate needs, with sustainable, predictable financing;
- f) Provide guidance to formulate general and specific budgetary estimates for regular and voluntary contribution proposals; oversee the administration, control, and disbursement of funds within the approved budgetary allocation in accordance with established regulations and procedures and within the authority delegated;
- g) Coordinate and ensure the provision of high quality, predictable human resources, security and staff wellbeing services; support the Unit Chief, Emergency Operations Unit to manage sourcing of human resources for events, including development and maintenance of rosters and candidates for rapid deployment of resources during emergencies; provide advice on security and well-being of all staff, particularly during deployments;
- h) Provide guidance on Grant Management and oversee the work of the team in tracking and managing grants and other reporting requirements;
- i) Oversee the development, monitoring and implementation of guidelines and Standard Operating Procedures (SOPs) for PAHO's work in emergencies, leading to continuous improvement and business process excellence;
- j) Oversee the Departments' strategic and operational planning, monitoring, evaluation, and reporting processes and collaborate in the execution of international cooperation, including the analysis of political, technical and socioeconomic realities;
- k) Contribute to and provide support for resource mobilization activities;
- l) Provide coordination, guidance and management, and evaluate the performance of staff; establish clear work objectives, conduct timely and effective performance appraisals, provide coaching and feedback, and support staff development opportunities;
- m) Serve as member of Regional Health Emergency Response Team regarding emergency program management and administration;
- n) Represent the Organization at official meetings as required;
- o) 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 and skills in public health administration, project planning and results-based management, including resource mobilization and grant and financial management.
- Excellent analytical skills to develop and propose practical solutions in the planning, monitoring, evaluation and general management of voluntary contributions.
- Ability to identify priorities and develop strategies and activities to bring together all stakeholders to promote disaster response and preparedness.
- Strong interpersonal skills, diplomacy and tact to effectively communicate with senior level officials, multiple stakeholders and professionals from diverse cultural and professional backgrounds; capacity to build and maintain effective working relationships with internal and external stakeholders, at all levels.
- Knowledge of business and management principles and practices involved in strategic planning, resource allocation, human resources modeling, leadership technique and coordination of people and resources.
- 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 university degree in a health or social science and a master's degree in management, public health, health administration, economics or a related discipline from a recognized institution

Desirable: Specialized training in leadership or management and/or in emergency /humanitarian response would be an asset.

EXPERIENCE

Essential: Nine years of combined national and international experience in management and administration of public health programs, including at least 3 years of management experience in positions with direct responsibility for managing both human and financial resources.

Desirable: Relevant work experience in the United Nations or other multilateral institution, non-governmental or humanitarian organizations. Field experience in public health programs or emergency response programs would be an asset.

LANGUAGES

Very good knowledge of English or Spanish 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, 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.