



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

**POST DESCRIPTION**

**Job Identification: CCOG 1.L.06.a  
Job Profile: J1399**

**Duration of Post:  Limited  
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Advisor, Health Systems and Services	PRFP	0452	P4	Quito, Ecuador

**OBJECTIVE OF THE OFFICE/DEPARTMENT**

The primary objective of the Department of Health Systems and Services (HSS) is to strengthen health systems based on Primary Health Care, supporting progress towards universal health coverage and universal access to health. Its work encompasses the following areas: strengthening of health systems governance and stewardship; strengthening of regulatory frameworks for medicines and health technologies, and developing efficient and equitable financial mechanisms to ensure adequate public funding of the health system and proper financial protection for progressive realization of the right to health; organizing people-centered, integrated health service delivery; promoting access to and rational use of quality, safe, and effective health technologies; strengthening national health research systems, and promoting the integration of scientific knowledge into health care, health policies, and technical cooperation; and developing human resources for health.

**ORGANIZATIONAL CONTEXT**

The incumbent participates as a member of a multidisciplinary group of international advisors with an horizontal approach and an integrated view of the priority programs within the health system. The health system advisor will provide technical cooperation to the country in the areas of health systems based on primary health care including health service organization, policies, health systems development, essential function of public health, healthcare delivery services, social protection in health, health financing, human resources development, and other specific programs; working in the development and implementation of work programs and projects of national, regional, and sub-regional nature to be implemented at the country level. In performing his/her duties, the incumbent will follow the guidelines of PAHO/WHO's General Program of Work; the Country Cooperation Strategy (CCS), the PAHO Strategic Plan and its Biennial Work Plan (BWP); policy orientations; mandates of the Governing Bodies; manuals, strategies and other directives regarding technical cooperation. The incumbent will work in coordination and close collaboration with all relevant stakeholders, both external and internal. Some relevant external stakeholders include governments (at all levels of government); private sector; NGOs; community/user representatives; academic institutions; professional associations; multilateral and bilateral agencies; donors/foundations; etc.

**SUMMARY OF RESPONSIBILITIES**

Under the direct supervision of the PAHO/WHO Representative (PWR), and the technical guidance of the Director, Health Systems and Services (HSS), the incumbent is responsible for, but not necessarily limited to the following assigned duties:

- a) Advise and collaborate on the development, implementation, and evaluation of technical cooperation programs in the areas of health governance, health policy and systems development, health services organization and management supporting universal health coverage and universal access to health;
- b) Support the country in the strengthening of a resilient and strong health system guaranteeing universal access to health and universal health coverage, and an efficient response to health emergencies including the COVID-19 pandemic;
- c) Promote and support the establishment of policies, norms and standards for the design, organization and functional programming and operation of health systems based on primary health care, supporting universal health, resilience of health systems, integrated health services networks including hospital and other health facilities and services, and public health infrastructure and services;

- d) Provide technical cooperation for the development of health services, with emphasis on primary health care supporting universal health, and the structure and operation of integrated networks of health system delivery that provide a setting for the joint participation of the public sector, including social security subsystems, the private sector, and government agencies;
- e) Support the development of an integrated health system, in the context of national health policies and plans, as part of the development and strengthening of the steering role of the health sector and health care sub-systems;
- f) Provide support to strengthening the national regulatory system with Cofepris and the state-level regulatory agencies;
- g) Ensure support in developing coherent medicine and pharmaceutical policies within the strengthening of the public health system;
- h) Support the country in the provision of medicines, vaccines, medical devices and public health supplies through the strategic and revolving funds;
- i) Collaborate in the organization and management of health systems and services, and their units with an emphasis on the transformation of the health system to guarantee universal access to health;
- j) Implement, monitor, and evaluate sectoral projects aimed at achieving efficiency, effectiveness, improved quality, and sustainability of national health services and systems;
- k) Advise on decision-making processes regarding collective options for, and implementation of, programs for universal access to quality care;
- l) Support the implementation of plans to strengthen national health information systems and participate in health systems and services research to inform policy and decision-making, while facilitating the dissemination of knowledge and information;
- m) Collaborate in the development and implementation of programs to strengthen the steering and coordination role of the Secretary of health in all its dimensions;
- n) Promote the health system research agenda, supporting the ability to gather evidence and report, document and publicize good practices and lessons learned;
- o) Contribute to the identification and targeting of health inequities and the inclusion of vulnerable groups to ensure equitable access to quality health services;
- p) Contribute to the development, planning, and training of Human Resources in Health aimed at increasing the efficiency, effectiveness and quality of the workforce, and organize, conduct, or facilitate capacity-building activities;
- q) Provide advice and technical support to every component related to quality of care and the health services infrastructure (nursing, drugs, and medicine, support and logistic services, diagnostic and therapeutic, health information system including vital statistics and medical records) and priority programs based on family and community approach;
- r) Disseminate up-to-date knowledge and findings in the various areas of specialization; advise on the introduction and transfer of experiences and technologies through capacity-building processes and inter-country collaboration;
- s) Support the development and consolidation of the information system to assist in the decision-making processes and provide the necessary information on the health situation and trends in order to contribute to the consolidation of the strategic administration processes and the effective and efficient management of health services;
- t) Cooperate with WHO, regional and country offices, PAHO/WHO Collaborating Centers, international cooperation agencies, inter-governmental and non-governmental organizations, private sector and other relevant stakeholders, in order to develop alliances and networks that promote access to quality primary care services, particularly for those most in need;
- u) Collaborate in the preparation of the Representation's Biennial Work Plan (BWP) and the execution of international cooperation, including the analysis of political, technical and socioeconomic realities;
- v) Oversee multi-functional technical program activities involving a broad and complex range of public health programs, in close coordination and consultation with technical Departments in Headquarters; manage multiple projects and programs; develop and implement strategies and plans for meeting the approved biennial work plan of the Country;
- w) Contribute to strengthening an inter-programmatic approach to the implementation of the BWP and to support teamwork and collaboration in the country office;
- x) 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;
- y) Perform other related duties, as assigned.

**KEY BEHAVIORAL COMPETENCIES** *(List and describe, in order of priority, five to seven essential competencies to perform the job).*

**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.

- Knowledge and skills in the areas of organization, management (including planning, financing, organization, staffing, directing and controlling) and provision of health care services (including primary, secondary, and tertiary care and public health services), and in strengthening primary health care-based health systems. Competencies in regulation, financing and public health functions, extension of health care services to underserved populations/areas, equity in access to health services, quality of health services, and strategies to overcome barriers to accessing integrated health services.
- Knowledge and proficiency in management of health systems/services research, as well as competencies development in the area of public health.
- Knowledge and skills in the formulation of technical cooperation interventions and in the development of criteria and instruments for evaluating program interventions.
- Knowledge and skills in policy analysis and project formulation, leadership and regulatory functions, financing for universal health, public health functions and services, purchasing of services, educational development, human resources management, and operations research in primary health care services.
- 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 and the country authorities both at federal and state level.

## EDUCATION

**Essential:** A bachelor's degree in one of the health, social or management sciences with a master's degree in public health, health systems and services administration or management, from a recognized university.

## EXPERIENCE

**Essential:** Nine years of combined national and international experience in areas related to health systems development, health services delivery, extension of health care services to underserved populations/areas and developing strategies to overcome barriers to accessing health care services. Experience should also include management of health care services at either the facility or systems levels.

## **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, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.