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

POST DESCRIPTION

Job Identification: CCOG 1.I.06 **Job Profile: J1849**	**Duration of Post:** ☒**Limited** ☐**Indefinite**

Title	*Category*	*Position Number*	*Grade*	*Duty Station*
Technical Officer, Quality Assurance (Pharmacist)	NOP	P12941	NO-B	Port-au-Prince, Haïti

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 provide adequate support to the national health development process and, at the same time, enables countries to shape the subregional, 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 responsible for providing support for the management of pharmaceutical products and other strategic health supplies for the national Program de Medicaments Essentials (PROMESS). The Organization's program of work in this area aims to strengthen national capacity in comprehensive stock, data and information management through the WMS (Warehouse Management System) including planning, procurement, inventory, transport, distribution and supplies. The incumbent will provide guidance and quality control for pharmaceutical products procured by PROMESS, with emphasis on improving efficiency of the management of medicines, vaccines and other health supplies. He/she must exercise a high degree of independent judgment and initiative and is required to assume leadership in the program and with colleagues both internal and external to the Organization, including liaising with national authorities and partners when necessary. Work requires the application and adaptation of guidelines, which may not be standardized, in order to complete work assignments. The incumbent functions with substantial independence in determining the organization of work and establishing work methods.

SUMMARY OF RESPONSIBILITIES

Under the direct supervision of the Advisor, National Pharmaceutical Supply Management, PROMESS and the general guidance of the PAHO/WHO Representative, the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

a) Provide support for the management of pharmaceutical products and other strategic health supplies for the national Programme de Medicaments Essentials (PROMESS); provide technical oversight on matters related to quality assurance for all pharmaceutical products received in the PROMESS warehouse; monitor and ensure that health products are managed in accordance with WHO Good Storage and Distribution Practices.
b) Provide technical support for the strengthening of the Program's capacity to perform forecasting and improve efficiency in the supply management of medicines, vaccines and other health commodities.
c) Participate in the internal review and updating of Standard Operating Procedures (SOPs) and ensure their application regarding correct professional practices in the management of medicines, particularly to ensure their quality.
d) Control and monitor the expiry dates of all pharmaceuticals and other commodities; ensure that drugs are distributed before their expiry dates; ensure the electronic transfer of products with short expiry dates to the quarantined stock; oversee the proper retrieval and disposal of expired products in PROMESS warehouses.

e) Provide oversight and leadership in counterfeit, substandard, and falsified (SF) medicines prevention, including risk mapping, staff sensitization, collaboration with customs and regulators, and contribution to national SF medicine response mechanisms.
f) Undertake batch traceability and recall preparedness, including testing and periodic simulation of recall procedures to ensure rapid response capacity.
g) e) Establish an alert and rapid distribution mechanism to prevent products from expiring, working in close collaboration and coordination with the warehouse manager, the inventory and data management technician, and the storekeepers and partners.
h) Review, analyze and conduct visual inspections of returned products; submit recommendations in accordance with established policies.
i) Verify the availability of the quality assurance documentation for products received in country; verify the validity of the quality assurance documentation by sampling the batches received.
j) Approve the shipment of the products to be imported after verification of the documents related to quality assurance (Certificates of Analysis, Good Manufacturing Practices, Commercial Plus Pricing).
k) Monitor and conduct periodic inventory checks; investigate discrepancies and submit reports as required.
l) Review the information entered in the SAGE software system from the reviewed documentation in close collaboration with the inventory and data management technician; investigate and resolve any discrepancies.
m) Conduct periodic training sessions for warehouse staff on good storage practices and quality assurance procedures and on the management and quality assurance of cold chain products.
n) Monitor, analyze and report on environmental conditions of the warehouse; implement the appropriate actions to improve storage conditions according to manufacturers' recommendations and WHO Good Storage and Distribution Practices.
o) Monitor and identify products in PROMESS stocks with suspected or confirmed quality problems; supervise customer returns made as part of a quality alert; prepare and submit reports on quality issues.
p) Develop and submit performance indicators every 6 months regarding PROMESS pharmaceutical and medical products management and quality assurance.
q) Prepare annual procurement plan for PROMESS based on DMM (Average Monthly Distributions) and stockouts; update the standard PROMESS list annually; organize and coordinate the production of mid-year and end-of-year inventories.
r) Maintain contact with beneficiary institutions and partners; review and approve requisitions; advise and guide clients.
s) Coordinate with the national medicines regulatory authority to strengthen regulatory reliance, information sharing, and alignment with WHO prequalification and registration mechanisms.
t) Participate in internal, external, and donor-related audits and inspections of PROMESS operations, including preparation, response to findings, and follow-up of corrective and preventive actions.
u) Provide technical input into procurement specifications and tender documentation to ensure quality assurance requirements are fully embedded upstream.
v) Contribute to emergency preparedness and humanitarian response planning, ensuring quality assurance procedures are adapted for emergency procurement, storage, and distribution contexts.
w) Document, analyze, and disseminate lessons learned and best practices in pharmaceutical quality assurance to support continuous improvement and institutional knowledge retention.
x) 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 others/Deal effectively with conflicts - Works collaboratively with team members and counterparts to achieve results; encourages cooperation and builds rapport; helps others when asked; accepts joint responsibility for the team's successes and shortcomings. Identifies conflicts in a timely manner and addresses them as necessary; understands issues from the perspective of others; does not interpret/ attribute conflicts to cultural, geographical or gender issues.

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.

Communication: Express oneself clearly when speaking/Write effectively / Share knowledge - Quality and quantity of communication targeted at audience. Listens attentively and does not interrupt other speakers. Adapts communication style and written content to ensure they are appropriately and accurately understood by the audience (e.g., power-point presentations, communication strategies, implementation plans). Shares information openly with colleagues and transfers knowledge, as needed.

Knowing and managing yourself: **Remain productive /Manage stress/Continuously learn -** Remains productive even in an environment where information or direction is not available, and when facing challenges; recovers quickly from setbacks, where necessary. Manages stress positively; remains positive and productive even under pressure; does not transfer stress to others. Seeks informal and/or formal learning opportunities for personal and professional development; systematically learns new competencies and skills useful for job; takes advantage of learning opportunities to fill competencies and skill gaps.

Producing Results: Work efficiently and independently / Deliver quality results/Take responsibility - Prioritizes work and makes planning/Organizational adjustments as necessary; seeks clarification from supervisor on timelines, as needed. Use feedback and input from supervisor to achieve results. Produces quality results and has frequent discussions with supervisor to achieve results, is action-oriented and sees tasks through to completion. Shows understanding of own role and responsibilities in relation to expected results. Solicits and accepts direction and guidance from supervisor and team members and takes responsibility for own work and actions, as appropriate.

TECHNICAL EXPERTISE

- Theoretical and practical knowledge of pharmaceutical quality assurance and regulatory issues; excellent knowledge of current international standards in Good Laboratory Practices, Good Manufacturing Practices, Good Procurement Practices, Good Storage and Distribution Practices.
- Applied expertise in pharmaceutical quality risk management across procurement, storage, and distribution, with the ability to prioritize high-risk products, suppliers, and processes.
- Theoretical and practical knowledge of the basic principles of pharmaceutical stock and procurement management to include data management, information and reporting.
- Sound knowledge of international and local pharmaceutical markets.
- Strong knowledge of procurement, supply and distribution management especially in health / pharmaceutical sector(s).
- Practical knowledge in the prevention, identification, and management of substandard and falsified medical products within public supply systems.
- Technical competence in cold chain quality assurance, including temperature monitoring, excursion management, and implementation of corrective actions.
- Ability to technically review and validate supplier quality documentation, including GMP compliance, Certificates of Analysis, and related quality dossiers.
- Capacity to use warehouse management systems and ERP platforms to support quality monitoring, traceability, and performance analysis.
- 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 pharmaceutical science or any other field related to the functions of the position, from a recognized university.

Desirable: A diploma or post-graduate degree in public health, pharmaceutical science, quality assurance systems, cold chain management, or logistics and supply chain management would be an asset.

EXPERIENCE

Essential: Five years of national experience in drugs management in the pharmaceutical sector, including stock, cold chain and assurance quality management in the health-pharmaceutical sector.
Desirable: Working experience in medical stock management within the international systems (UN or NGOs) would be an asset.

LANGUAGES

Fluency in French and Haitian Creole with a working knowledge of English. Knowledge of Spanish 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