



## **TERMS OF REFERENCE**

### **CONSULTANCY TO SUPPORT THE REVISION OF BUSINESS PROCESS ANALYSIS AND PUBLIC HEALTH CORE FUNCTIONS AT THE NATIONAL PUBLIC HEALTH LABORATORY AND NATIONAL BLOOD TRANSFUSION SERVICE**

#### **1. BACKGROUND**

National Public Health Laboratory (NPHL) provides services for clinical and public health, it serves as a clinical laboratory for Kingston Public Hospital and Victoria Jubilee Hospital as well as National Reference Lab and referral laboratory in disease surveillance, vector control, food safety, and environmental health. The NPHL services include hematology, clinical chemistry, histopathology, cytopathology, microbiology, immunology, environmental health, and vector research.

PAHO is supporting NPHL and the National Blood Transfusion Service (NBTS) in a revision of compliance with public health functions, and the requirements for compliance with International Health Regulation (IHR) core capacity. This process needs a systematic revision of the business process, revision of NPHL vision and mission, and organogram.

PAHO is seeking a consultant to be able to support the revision of Business Processes and Public Health Core function at the NPHL and NBTS to align with international best practices.

#### **2. OBJECTIVE OF THE CONSULTANCY**

The objective of this consultancy is to support the NPHL/NBTS in revising its business processes, vision, mission, and organization to achieve compliance with IHR core capacity requirements and enhance its public health functions.

#### **3. DETAILED SCOPE OF WORK**

The consultant will be required to perform the following tasks:

1. Develop a work plan outlining the methodology to be used to execute the scope of work
2. Conduct/update a desk review and develop a desk review report detailing all processes currently in place at NPHL/NBTS, organogram, NPHL/NBTS mission and vision, in line

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with international best practices. This step will be taken in collaboration with the National Consultant responsible for desk review.

3. Present findings from consultancy exercise at Technical Working Group (TWG) meetings
4. Incorporate comments received from TWG meetings and other stakeholder meetings into deliverables.
5. Participate in the meeting with NPHL/NBTS, other consultants, and PAHO.
6. Draft revised NPHL/NBTS Business process including revised mission and vision for as well as revised public health functions.

#### 4. DELIVERABLES

All deliverables should be submitted in a soft copy (in Microsoft Word, Excel, or PowerPoint as relevant) and be accompanied by an invoice.

The following deliverables are required and will be signed off by the Ministry of Health and Wellness and the Pan American Health Organization:

Deliverable(s)	Description of Deliverable(s)	Acceptance Criteria	Timeline
1. Inception Report and Work Plan	Workplan should be finalized within five (5) days of inception meeting with PAHO/MOHWS	1. A document with content covering: <ul style="list-style-type: none"> <li>a. Tasks</li> <li>b. Strategies</li> <li>c. Methodologies</li> </ul>	19 February 2024
2. Four (4) monthly consultancy reports	Reports outlining activities undertaken within the reporting period	1. A comprehensive document detailing consultancy activities per agreed workplan	26 February 2024 26 March 2024 26 April 2024 26 May 2024
2. First Draft Business Process Report	The business process review report outlining inter alia, the revised NPHL/NBTS mission and vision, how well the present process or system meets the objectives and recommending a process and system for overall business requirements and correct any deficiencies identified	1. A document listing findings of the business process review. It must include but not limited to: <ul style="list-style-type: none"> <li>a. Situation Analysis</li> <li>b. Revised Mission and Vision of NPHL/NBTS</li> <li>c. Revised business processes to include organogram, revised public health functions of the NPHL/NBTS</li> <li>d. Implementation plan</li> </ul> 2. TWG comments incorporated into document	24 May 2024

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4. Final Draft Business Process Report	The business process review report outlining inter alia, the revised NPHL/NBTS mission and vision, how well the present process or system meets the objectives and recommending a process and system for overall business requirements and correct any deficiencies identified	<ol style="list-style-type: none"><li>1. A document listing findings of the business process review. It must include but not limited to:<ol style="list-style-type: none"><li>a. Situation Analysis</li><li>b. Revised Mission and Vision of NPHL/NBTS</li><li>c. Revised business processes to include organogram, revised public health functions of the NPHL/NBTS</li><li>d. Implementation plan</li></ol></li><li>2. Signoff from TWG</li></ol>	7 June 2024

The duration of the consultancy is from 12 February 2024 – 11 June 2024

## 5. REMUNERATION

The consultant will be paid based on the National PAHO Consultant (NPC) pay band. The consultant is required to submit each deliverable and an invoice for payment as per the schedule set out in Deliverable Schedule (Section 4). The deliverable will be reviewed by the supervising officers at PAHO and MOHW and once it is approved, the consultant will be paid the agreed amount.

## 6. MINIMUM QUALIFICATIONS AND EXPERIENCE

The incumbent must meet the minimum required qualifications as detailed below.

### 6.1. Qualifications and Experience

- A bachelor's degree in a health-related field or business-related field.
- A master's degree in a health-related field or business-related field is desirable.
- Certification in a health-related field is a distinct asset.
- Recognized Business Analyst Certification is a distinct asset.
- At least five (5) years' professional experience in business analysis.
- Proven track record in business process analysis related to a clinical or public health laboratory.

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**6.2. Required Competencies**

- Excellent writing skills, demonstrated through report development and writing, or preparation of scientific or academic publications.
- Excellent knowledge of business process analysis
- Project management skills
- Demonstrated ability to meet timelines and deliverables schedule.
- Experience in handling highly confidential and sensitive material/ issues
- Proficiency in the use of Microsoft applications
- Excellent analytical and judgement skills
- Excellent planning and organizing skills.
- Sound analytical and strategic thinking
- Strong interpersonal skills
- Fluent in English Language

**7. SUPERVISION AND COORDINATION**

The consultant will be supervised by the Advisor, Health Surveillance, Disease Prevention and Control, PAHO Jamaica in coordination with the director of NPHL. The consultant should be based in Kingston, Jamaica.

**8. PERFORMANCE CRITERIA**

- Completion of PAHO/WHO Mandatory on-boarding courses within 14 working days.
- Timely delivery of deliverables and monthly reports. These are to be submitted for review within 5 business days of due date for review by technical advisor.
- Excellent written and oral communication. Communication is free from error and is written in professional style.
- Works proactively in planning, organizing and compiling work for submission.
- Conscientious and alert in the establishment and meeting project-related timelines
- Completeness and accuracy of work compiled.
- Understands the power of teamwork and demonstrates strong interpersonal skills in collaborating with colleagues to provide service.