

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

CMRR000443--Universal Health Coverage/Quality of care program officer

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	Cameroon
Host Institute	World Health Organization
Volunteer Category	International Specialist
Number of Volunteer	1
Duration	12 months
Expected Starting Date	01-10-2021
Duty Station	Yaounde [CMR]
Assignment Place	Family Duty Station
Assignment Place Remark	

Living Conditions

Cameroon is a country of humanitarian context in some regions. The country has a relatively good infrastructure, running water, electricity, sanitation and housing.

Given the humanitarian and security context, particularly in the North West and South West regions, it is imperative that all UN Volunteers familiarize themselves with the security guidelines and the situation upon arrival in the country.

Yaoundé is the political capital of Cameroon and the second most populated city in the country after Douala. It is the headquarters of several international organizations, embassies and UN agencies. The climate in Yaoundé is tropical, humid and dry with constant temperatures throughout the year ranging from 22 to 29°C. Yaoundé also has a long wet season covering a period of ten months between February and November. However, there is a significant decrease in rainfall during the wet season, during the months of July and August. The official languages of Cameroon are English and French. For entry into Cameroon, Visa+ passport and international yellow fever vaccination card are required. Other vaccines are strongly recommended.

Assignment Details

Assignment Title

Universal Health Coverage/Quality of care program officer

Organizational Context & Project Description

Assignment context:

Quality primary health care and the viability of health districts is a national priority, which is why the Ministry of Public Health of Cameroon through the Directorate of Health Care Organization and Technology (DOSTS) is making every effort to ensure the coordination of essential interventions to strengthen the quality of health care and the functionality of health districts for the effective implementation of primary health care. However, the country is struggling to achieve the Sustainable Development Goals. It is in this context that the WHO country office is supporting the country to strengthen the functionality of health districts and the quality of care. The UNV will be based at WHO/Yaoundé in Cameroon which is a normative technical agency for health headed by the WHO Representative in Cameroon and has several programs (Health System, HIV/AIDS/Tub/Hepatitis Control, Disease Control, Malaria Control, Maternal, Child and Adolescent Health, Nutrition, Expanded Programme on Immunization, Health Emergency Program, Health Promotion) organized in clusters including the Universal Health Coverage Life Course (UHC/LC) cluster supported by an administration.

Organizational context:

The World Health Organization (WHO) is the United Nations specialized agency for global health. Composed of 194 Member States, it works throughout the world to promote the highest attainable standard of health for all people, irrespective of race, religion, gender, political belief, economic or social status.

WHO's mission is to promote health, safeguard global security and serve vulnerable populations. Access to appropriate and affordable health care is a fundamental human right and universal health coverage is a cardinal principle of WHO's work.

By 2023, WHO aims to achieve the triple billion targets: 1 billion more people with universal health coverage; 1 billion more people better protected in health emergencies; and 1 billion more people with improved health and well-being. At least half of the world's population lacks access to essential health services, and nearly 100 million people fall into poverty each year as a result of direct health costs.

WHO brings together leading international experts to produce reference materials on global health issues and to make recommendations to improve health for all.

In Cameroon, the agency is headed by the WHO Representative and has several programs (Health System, HIV/AIDS/Tub/Hepatitis Control, Disease Control, Malaria Control, Maternal, Child and Adolescent Health, Nutrition, Expanded Programme on Immunization, Health Emergency Program, Health Promotion) organized in clusters including the Universal Health Coverage Life Course (UHC/LC) cluster supported by an administration

This position offers to professionals interested in pursuing a career in health and primary health care development and quality of care an exceptional opportunity to increase their practical experience in multilateral technical cooperation.

The terms and rates correspond to those of the WHO or a United Nations Volunteer (UNV), an program officer.

Sustainable Development Goals

3. Good Health and Well-being

Task description

Under the direct supervision of **Health System Coordinator**, the UN Volunteer will undertake the following tasks:

- Delivering as One to achieve the SDGs: Disseminate information on primary health care, health district strengthening, laws and policies affecting primary health care implementation among UN agencies and development partners. Support the DOSTS of the Cameroon Ministry of Public Health to follow up with the government, including the costs of accelerated actions for quality of care improvement and implementation of primary health care in the context of universal health coverage;
- Quality of care at all levels of the health pyramid : Develop briefing documents to support the WHO representative's advocacy meetings with the government, stakeholders and officials of bilateral and multilateral partners in the country; support the development of the essential package of activities by age cohort; support the DOSTS in its process of strengthening the sustainability of the health districts
- Strengthening commitment: organize regular coordination meetings with national officials for consultation and planning of interventions in the area of quality of care; support the development of a strategic document on quality of care and

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strengthening of primary health care

- Widening the circle: broaden the approach to primary health care and person-centered integrated health care by ensuring that universal health coverage efforts are tailored to the needs of populations by involving vertical program managers and directorates in charge of or involved in quality of care;
- Gateways to integration: involving national and international partners in quality of care and primary health care, including and beyond health to address aspects of financing and costing of universal health coverage and the application of norms and standards to achieve high quality of care for populations;
- Monitoring, evaluation and accountability: support updates to the national health information system to improve the availability and timely use of data related to quality of care and health district functioning for decision making and improvement of primary health care interventions. Support accountability for monitoring, evaluation and key Ministry of Health activities.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV's Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Results/Expected Outputs

Activities in the area of quality of care improvement planned in the two-year work plan and implemented with stakeholders;
 Activities in the area of health district strengthening planned in the two-year work plan and implemented with stakeholders
 Technical and briefing papers on quality of care and strengthening primary health care to support the WHO representative's advocacy meetings with the government are developed;
 Strategic documents are developed to strengthen the quality of care area at the national level
 Progress reports are submitted monthly.

- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs);
- Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment
- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

Required Degree Level Master degree or equivalent

Education - Additional Comments

Areas of education / specialization: **Public Health, Community Health, Quality of care**

Required experience 36 months

Experience Remark

- At least three years of professional experience, in the field of health or international development.
- Experience in health policy and strategy development, analysis and/or development, health program planning and/or project management related to quality of care and primary health care
- Experience working in quality of care improvement
- Experience working in supporting or monitoring health district performance
- Experience working in the health or social development field in low- or middle-income countries;
- Good knowledge and understanding of specific aspects of public health

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Language

- English (Mandatory) , Level - Fluent
- AND - French (Optional) , Level - Working Knowledge

Area of Expertise

- Public health Mandatory
- Other development programme/project experience Optional

Area of Expertise Requirement

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Building Trust
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Creativity
- Empowering Others
- Ethics and Values
- Integrity
- Knowledge Sharing
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Working in Teams

Conditions of Service and other information

Condition of Service

[Click here to view Conditions of Service](#)

Conditions of Service for International Specialist:

Note on novel coronavirus – COVID-19.

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The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people across the globe, within countries and across borders. Such restrictions make it very difficult for international UN Volunteers to begin their assignments at their assigned duty station and UNV cannot guarantee assignments will proceed as normal.

Candidates for international UN Volunteer assignments during this period may be exceptionally granted alternative working arrangements to work from their place of recruitment until restrictions are lifted. This is at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss the likelihood of travel and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

In cases where the UN Host Entity partner has requested the UN Volunteer to perform their assignment remotely, the Post Adjustment Multiplier (PAM) and related entitlements to be paid may be adjusted to the temporary duty station from where the UN Volunteer has been requested to work if requested by the UN Host Entity.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US\$ 1,682. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website <http://icsc.un.org>.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

Supervision, induction and duty of care of UN Volunteers ([Roles and Responsibilities of Host Entity](#))

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UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Inclusion of the volunteer in emergency procedures such as evacuations;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme;
- Investigate misconduct: sharing reports with the UNV;
- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities` services during pandemics).

Application Code

CMRR000443-9523

Application procedure

Prerequisites

This assignment is funded by JICA, therefore only former Japan Overseas Cooperation Volunteers (JICA-JOCV) who could get recommendation by JICA-JOCV Secretariat are eligible to apply. Please check your application eligibility here: [JICA website](#).

This is a UN Volunteer assignment and eligible candidates must be 25 years of age or older.

Selection process

Only shortlisted candidates will be contacted. The selection will be done by the UN Host Entity at the level of the country of assignment, via competency-based interviews held via skype or telephone.

How to apply

Please apply via the link below. You can then either log in if you already have an account or register via '[Candidate Signup](#)'.

You may apply to a maximum of three assignments per advertisement and indicate your order of preference in the 'Additional Remarks' section of your profile.

Application deadline: 20 June 2021

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doa.apply_url

<https://vmam.unv.org/candidate/show-doa/Q01SUjAwMDQ0Mw==>

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.

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