



## JOB DESCRIPTION

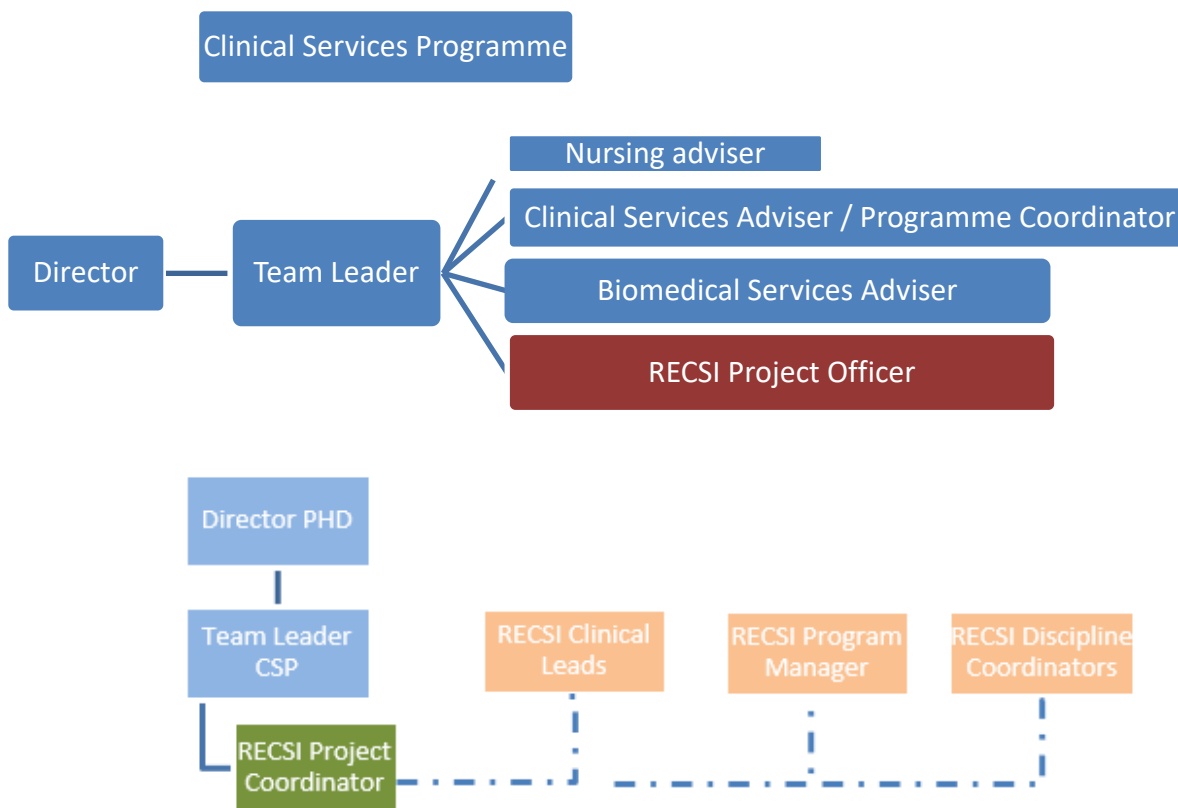
<b>Job Title:</b>	<b>Regional Emergency and Critical Care Systems Strengthening Initiative (RECSI) Project Officer</b>
<b>Division/Programme:</b>	Public Health Division
<b>Location:</b>	<b>Suva, Fiji</b>
<b>Reporting to:</b>	Team Leader, Clinical Services Program
<b>Number of Direct Reports:</b>	<b>Nil</b>
<b>Purpose of Role:</b>	Coordinate and provide logistical and operational support to RECSI program activities across the region including program administration, coordination and management; activity, travel and logistics management; financial and procurement and support services; and project communication and reporting.
<b>Date:</b>	September 2024

### Organizational Context and Organization Chart

The Public Health Division (PHD) employs over 35 staff based in Noumea (New Caledonia) and Suva (Fiji). It supports member countries in attaining healthier Pacific Island people and communities by helping in public health surveillance, prevention and control of communicable and non-communicable diseases and support for clinical services. The primary areas of focus of the division are to provide scientific and technical assistance and support the implementation of plans and programmes in member countries and territories. The primary goal for all PHD activities is to promote population health and well-being, prevent disease and injury, restore, and/or maintain health and reduce inequalities in health. PHD is primarily concerned with improving and protecting public (population) health, rather than individual treatment services as highlighted in the PHD Business Plan 2019-2021. The PHD is comprised of three programmes: Surveillance, Preparedness and Response Programme (SPRP), NCD Prevention and Control Programme (NCDPCP) and Clinical Services Programme (CSP).

SPC, through PHD's CSP, are part of a consortium of partners funded by the Australian Department of Foreign Affairs and Trade (DFAT) to deliver the '*Regional Emergency and Critical Care Systems Strengthening Initiative (RECSI)*' under its Regional Health Partnerships (RHP) scheme, commencing in January 2024 (see project summary below). SPC will be acting as the key implementing partner for work to be undertaken for the Pacific stream, with Fiji acting as a regional hub for activities.

The position is based in Suva, Fiji and located within the Office of the Director of PHD. She/He reports directly to the Team Leader of the Clinical Services Program, working in close collaboration with and key RECSI personnel including the RECSI Clinical Leads for the Pacific, RECSI Program Manager, and RECSI Discipline Coordinators.



RECSI aims to build on the experience of the COVID-19 pandemic, particularly in relation to the need for local critical care capacity, and the value of resilient emergency care systems in detecting and responding to health emergencies. RECSI will also act as a mechanism for embedding the World Health Organisation’s emergency care systems framework across the region and progressing World Health Assembly resolutions 72.16 and 76.2.

RECSI will be delivered through a consortium of organisations including Alfred Health, Monash University, the Australian College for Emergency Medicine (ACEM), the Australian and New Zealand Intensive Care Society (ANZICS), the National Critical Care and Trauma Centre (NCCTRC), the Pacific Community (SPC), St Johns Ambulance Papua New Guinea (SJA PNG), and Menzies School of Health Research.

RECSI is a complex and comprehensive program of work designed to address key development objectives related to emergency and critical care provision in Timor-Leste and the Pacific region:

- Workforce capacity and training: Improved capacity among emergency and critical care clinicians to provide timely, effective, and evidence-based emergency and critical care within the available health system resources, under routine conditions, and during surge events. *(RHP work category: Workforce development)*
- Systems and processes: Improved systems and processes to facilitate the delivery of timely, effective, and evidence-based emergency and critical care, including the identification, management, and referral of patients with time-sensitive and critical care needs. *(RHP work category: Emergency operations)*
- Data and research: Enhanced capability to use systematically collected emergency and critical care data to facilitate disease surveillance, performance improvement, context-relevant research, and health policy decision-making. *(RHP work category: Data for decision-making)*
- Leadership and governance: Enhanced capacity to lead and govern emergency and critical care systems improvements, drive safety and quality reforms, manage multi-disciplinary teams, and optimise preparedness and response strategies for health emergencies. *(RHP work category: Public health policy & leadership)*

The RECSI program has three geographical work streams: the Pacific region (utilising Fiji as a regional hub), Papua New Guinea, and Timor-Leste, and each stream will be delivered through the support of an implementation partner with an established in-country presence, office, and logistics capacity. The program involves several months of initiation and planning activities followed by a three-and-a-half-year program of work in each region.

The RECSI program outcomes and activities build on previously identified standards and priorities for Pacific emergency care, structured according to four thematic areas derived from the World Health Organization health system building blocks: human resources and training; data (information and research); processes; and leadership and governance. Regional stakeholders, including clinicians from Timor Leste, have endorsed these priorities.

### Key Result Areas (KRAs):

**KRA 1:** Project administration, management and coordination (30%)

**KRA 2:** Workshop, travel, logistics and administration support (40%)

**KRA 3:** Financial and procurement support services (15%)

**KRA 4:** Project communication and reporting (15%)

*The performance requirements of the Key Result Areas are broadly described below*

<b>Jobholder is accountable for</b>	<b>Jobholder is successful when</b>
<p><b>KRA 1: Project administration, management and coordination (30%)</b></p> <ul style="list-style-type: none"> <li>• Coordinating day-to-day administration and operations work for RECSI activities including but not limited to organizing meetings, taking notes and minutes, and organizing correspondence.</li> <li>• Contributing to the development of project implementation plans and monitoring delivery of activities in alignment with RECSI objectives, DFAT requirements, and to meet the needs of consortium partners.</li> <li>• Supporting the Clinical Leads Emergency and Critical Care in coordinating the Pacific regional working group.</li> <li>• Collaborating with the program leads to develop and maintain strong, enabling relationships with local stakeholders, including in-country providers, suppliers, healthcare workers and staff.</li> <li>• Provide secretariat support and support activities for the establishment of regional Pacific Clinical Care Networks (PCCNs) for emergency care (Pacific Islands Society for Emergency Care (PISEC)) and critical care.</li> <li>• Coordinating and supporting project risk management policies and procedures including safeguarding requirements around the Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) and child protection.</li> </ul>	<ul style="list-style-type: none"> <li>• Administration functions successfully managed including meetings, correspondence and action items are documented and followed-up.</li> <li>• Projects' planned activities and milestones are met.</li> <li>• Projects' activity implementation and monitoring meet SPC, RECSI and DFAT requirements.</li> <li>• The Pacific Stream Working Group and its associated activities are supported to be held regularly with required administrative and logistical support.</li> <li>• Relationships with local stakeholder are strengthened and maintained through communication and engagement.</li> <li>• Risk management policies and procedures are proactively implemented.</li> <li>• Project documents, data and information properly filed and managed.</li> </ul>

<ul style="list-style-type: none"> <li>• Support program inputs and outputs related to Gender Equity, Disability and Social Inclusion (GEDSI).</li> <li>• Ensuring project templates, procedures, and documentation are maintained in accordance with guidelines and maintaining the filing of all the projects' documentation and reports.</li> <li>• Additional responsibilities delegated within the reasonable scope of this position.</li> </ul>	
<p><b>KRA 2: Workshop, travel, logistics and administration support (40%)</b></p> <ul style="list-style-type: none"> <li>• Coordinating the logistics and operational support for RECSI activities including travel, adhering to timelines, budgets, and SPC and RECSI policies and procedures.</li> <li>• Providing logistical and welfare support to staff and training participants who have travel to central locations in Fiji to participate in RECSI activities including arrangement of travel itineraries, tickets, per diems, visa support documentation and other needs.</li> <li>• Providing administrative and logistical support to the clinical leads and other RECSI personnel whilst in Fiji as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Workshops / training /events run smoothly as all logistics completed in a timely and successful manner.</li> <li>• Workshop participants are informed of events/ administrative arrangements in a timely and accurate manner – evidenced by few participant complaints.</li> <li>• RECSI personnel are supported with logistics and administrative arrangements.</li> </ul>
<p><b>KRA 3: Financial and procurement support services (15%)</b></p> <ul style="list-style-type: none"> <li>• Facilitating project payments, cash advances, and related acquittals and ensuring all expenditures are charged to the correct budget lines.</li> <li>• Monitoring project expenditure against approved budgets monthly</li> <li>• Assisting with tracking and adjusting projects' budgets and expenditure in collaboration with RECSI staff and the PHD Finance and Administration team.</li> <li>• Supporting the preparation and review of budgets and project expenditure for RECSI activities in the Pacific Stream including submission of required reporting and documentation to the lead contractor in line with contractual requirements.</li> <li>• Sourcing valid quotations from reliable service providers and ensuring financial transactions and project procurements comply with SPC's Financial and Procurement guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Payments are executed in a timely manner</li> <li>• Expenditures are charged correctly and in accordance with approved budget codes and acquittals have proper documentation with summary of cost and compiled accurately.</li> <li>• Internal and external RECSI financial reports are submitted on time with reconciled figures from SPC systems.</li> <li>• Project procurement is undertaken in and effective and efficient manner and managed in accordance with the SPC Procurement Policy</li> <li>• Liaison with project vendors, consultants, partners, etc. is courteous and professional evidenced by positive feedback</li> </ul>
<p><b>KRA 4: Project communication and reporting (15%)</b></p> <ul style="list-style-type: none"> <li>• Support the coordination of monitoring, evaluation, and learning (MEL) activities</li> </ul>	<ul style="list-style-type: none"> <li>• Project reporting is prepared on time and meet the reporting requirements.</li> <li>• Tracking of project indicators against the results frameworks, as well as frameworks and plans, are kept up to date.</li> </ul>

<p>including required reporting documentation for program activities in the Pacific Stream in line with RECSI and SPC requirements.</p> <ul style="list-style-type: none"> <li>• Assisting the RECSI Management Team to adjust and maintain the projects' MEL Framework and Plan.</li> <li>• Assisting staff with preparing internal and external project reporting and monitoring documentation.</li> <li>• Contribute to research, proposals, submissions, and reports regarding RECSI activities in the Pacific Stream.</li> <li>• Contributing to and coordinating communications needs for RECSI in liaison with project and PHD staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Inputs provided for program monitoring, evaluation, and learning (MEL).</li> <li>• Input provided for research, proposals, submissions, and reports.</li> <li>• RECSI communications are developed proactively with SPC and RECSI staff to promote the work of the project.</li> </ul>
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The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

**Most Challenging Duties Typically Undertaken (Complexity):**

<ul style="list-style-type: none"> <li>• Liaising with multiple internal and external stakeholders to ensure projects are running efficiently.</li> <li>• Working with teams across multiple locations.</li> <li>• Supporting coordination of multiple activities concurrently.</li> <li>• Ensuring compliance with all SPC's and RECSI policies and procedures, aligned to donor requirements.</li> <li>• Other 'urgent' duties delegated by from time to time when the need arises, and which often take priority over core responsibilities</li> </ul>
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**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<p><b>External</b></p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> <li>• RECSI Program Staff</li> <li>• Donors</li> <li>• Project partners and stakeholders (including but not limited to Ministries of Health, health workforce,</li> <li>• SPC member-country staff</li> <li>• Providers and suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork, collaborating, receiving and providing technical input.</li> <li>• Interacting, gaining assistance, resolving minor conflicts and negotiating.</li> <li>• Giving and receiving information, explaining, providing feedback on projects</li> <li>• Forecasting and flagging project deliverables and milestones</li> <li>• Liaising and reporting on issues relevant to the project</li> <li>• Courtesy, giving/receiving information, liaising, advising, explaining things to people, and facilitating.</li> <li>• Providing administrative and logistical support.</li> <li>• Provide/seek/receive/process information.</li> <li>• Requesting and providing information.</li> <li>• Submitting and requesting reports on projects.</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• PHD Director</li> <li>• CSP Team Leader and staff</li> </ul>	<ul style="list-style-type: none"> <li>• Giving and receiving information, explaining, providing feedback on projects</li> <li>• Forecasting and flagging project deliverables and milestones</li> <li>• Collaborating with finance on financial reporting</li> </ul>

<ul style="list-style-type: none"> <li>• SPC Operations Management Division (including ICT, Procurement, Grants, HR, Finance, EU-PMU and others) in Suva and Noumea</li> <li>• SPC project office throughout the region</li> </ul>	
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**Level of Delegation:**

Routine Expenditure Budget: *nil*

Budget Sign off Authority without requiring approval from direct supervisor: *nil*

**Personal Specification:**

*This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

**Qualifications**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• A degree in public health, health management/administration, project management or a related discipline.</li> </ul>	<ul style="list-style-type: none"> <li>• A post graduate qualification in in public health, health management/administration, project management or a related discipline</li> </ul>

**Knowledge/Experience**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• At least 5 years of experience working in a similar context.</li> <li>• Demonstrated capability of coordinating projects including budgeting and financial management, risk management, logistics and reporting.</li> <li>• Strong interpersonal skills and ability to work collaboratively, both with project teams and variety of stakeholders.</li> <li>• Strong time management and organizational skills to coordinate multiple activities concurrently and independently.</li> <li>• Experience working with PC systems and MS Word, Excel, and PowerPoint software, and software programmes for project management.</li> <li>• Fluency in English (written and oral).</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a project team for health programs in the Pacific Islands region.</li> <li>• Demonstrated experience working in project teams by any major donors in the region (Australia’s DFAT, New Zealand MFAT, EU, AFD, USAID) or international or regional organisations.</li> <li>• Experience in the delivery of project MEL, particularly to DFAT standards and requirements.</li> <li>• Demonstrated knowledge of Navision, Power BI, Jet Reports and SharePoint.</li> <li>• Advanced excel skills</li> </ul>

## Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"><li>• Written and spoken English</li><li>• Excel and PowerPoint skills</li></ul>
Advanced level	<ul style="list-style-type: none"><li>• Effective communicator and team player</li><li>• Project management skills</li><li>• Ability to work within multi-cultural teams</li><li>• Financial management</li><li>• Report writing and compiling results from other sources into a coherent report</li></ul>
Working knowledge	<ul style="list-style-type: none"><li>• SPC Regulations and Policies</li><li>• RECSI Policies and procedures</li></ul>
Awareness	<ul style="list-style-type: none"><li>• Gender equity, disability and social inclusion (GEDSI)</li><li>• Ability to deal with confidential information in a professional manner</li><li>• Relevant social and health issues in the Pacific</li></ul>

## Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement

## Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

### Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.