

JOB DESCRIPTION

Job title:	Senior Digital Health Officer	Location:	Maputo, Mozambique
Department:	Technical	Length of contract:	Indefinite
Role type:	National	Grade:	10
Travel involved:	Frequent travel within the country (60%)	Child safeguarding level:	4, low risk
Reporting to:	Digital Health Specialist	Direct reports:	None

Organisational background

Established in 2003, Malaria Consortium is one of the world's leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under-privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

Country programme background

Digital Health, an umbrella term for any digital hardware and software technology that support health system needs, includes: electronic health (eHealth), which is information and communication technology that is used for health or health-related fields; mobile health (mHealth), sub-specialty of eHealth that uses mobile or wireless technologies, such as mobile phones; and novel technology areas, for instance artificial intelligence.

The application of digital technology to existing systems, have demonstrated tremendous potential to address health system challenges in low- and middle-income settings. They provide opportunities to connect patients and health workers, support service delivery, capture health information from remote settings, ensure data quality, and reduce lags in data flow. In 2018, member states of the World Health Organization (WHO) formally recognized digital strategies as important for health system strengthening, achieving universal health coverage and advancing the sustainable Development Goals.

Malaria Consortium have been working in digital health since 2009, with a focus on malaria surveillance and community-based primary healthcare. Our portfolio includes: successfully supporting governments to develop malaria and community health information systems, conducting operational research on the use of short message service (SMS), Android and feature phone applications to improve community-based primary healthcare, and utilizing social media to support public health communication.

In Mozambique, in partnership with the Ministry of Health and UNICEF, Malaria Consortium has developed a national digital health system strengthening platform to support CHW (known in Mozambique as “*Agentes Polivalentes Saúde*” or APSs) service delivery called upSCALE. The upSCALE platform has been developed to improve quality and coverage of health services at community level by addressing three key APE programme challenges: poor adherence to clinical guidelines; lack of access to community health information; and insufficient supply of commodities. The platform consists of a multi-media mobile application for APE decision support, which facilitates the automated management and reporting of routine health indicators to a community health information management system for synthesis and visualization at district, provincial, and national levels. The platform is complemented by a tablet-based application for APE supervisors which permits supervisors to see monthly APE activity and real-time APE stock levels. We are looking to expand and broaden our digital health portfolio in Mozambique, including working with government partners and other stakeholders to digitalise health campaigns, such as SMC (Seasonal Malaria Chemoprevention).

Our approach and scope

Our digital health work focuses on providing technical advice to governments on the implementation of digital health strategies and conducting operational research to build the evidence base for digital health development. In 2018, we endorsed the principles for Digital Development, aligning our work with the wider digital development community. We strive to implement these nine principles in all our digital solutions, and are actively involved in several digital health fora via which we contribute to the creation of common goods (e.g. tools that are adaptable to different countries and contexts) that support the global implementation of digital health.

At Malaria Consortium, we work closely with local governments and future system users to develop digital strategies to strengthen disease surveillance and community-based primary healthcare. We see digital health as a key approach to achieving our strategic objectives of improving access to quality case management and advancing health system effectiveness and efficiency. Our work includes evidenced-based interventions and, as such, are mindful of the need for more data around the effectiveness of digital health strategies and work to address this through our research.

Job purpose

The Senior Digital Health Officer will lead the provision of technical and implementation support to national and subnational government stakeholders on the upSCALE project activities. upSCALE project includes applications based on CommCare platform. At these levels, the postholder will be responsible for supporting technical for the upSCALE platform, supervisions, data quality assessments and capacity building on electronics devices, app and data use.

Scope of Work

The Senior Digital Health officer will work closely with Primary Health Care (CSP), National Program of Health Polivalents Agents (PNAPS) and Health Information Department in the Minister of Health (MoH) in operational planning, coordination and implementation of programme sub-activities for upSCALE platform and conduct regular platform management including data, application updates, and capacity building activities on the use of the digital health systems to manage community health services. Furthermore, the role will lead the integration of the upSCALE platform with other Health Systems such as DHIS2, support stakeholders in dissemination of project outputs and results. The postholder will supervise and provide capacity building support to the provincial and district teams including the Community Health Workers locally known as *Agentes Polivalentes de Saúde* (APS ex APEs), health facility personnel, district health teams, statisticians (NEPs and NEDs), provincial Public Health Programme teams, Community Distributors and other stakeholders. Internally the role will frequently collaborate with the Digital Health Specialist, the upSCALE Project Manager, upSCALE Technical Officers and Digital Health Officer in all aspects of digital and data analytics.

Key working relationships

The Senior Digital Health officer will be based in MoH and will report to the Digital Health Specialist in Malaria Consortium and the DIS Focal Point for upSCALE. The postholder will work collaboratively with the upSCALE Project Manager..

Key accountabilities

1. Digital Health (75%)

- upSCALE platform management including: CommCare application and reports development and updates, users and organizational levels creation;
- Lead integration of the upSCALE platform with other Health Information System specially DHIS2;
- Work with the MoH teams to support the operational planning and implementation of the upSCALE activities, collect and analyse complete programmatic data in a timely fashion and send it to relevant personnel.
- Undertake capacity building, through trainings, workshops and others approaches, of relevant government, national, provincial, district, and health facility personnel notably APSs.
- Undertake training of local partner organizations to transfer key digital health skills and competencies.
- Conduct annual data compilation to obtain local level intervention data that is missing in the digital system
- Support Technical Officers (TO) and Digital Health Officer (DHO). Province, District, Health Facility staff (APS supervisors) including the APSs at the community inf necessary, and other relevant stakeholders to allow great supervision and use of the digital platform. ;
- Closely monitor data quality and support intensified field supervision to APS through TOs and DHO with incomplete or inaccurate data;
- Identify major challenges and bottlenecks regarding the upSCALE platform at all levels, including suggesting solutions for problem resolution;
- Maintain regular communication with supervisor and Provincial team to ensure high level of coordination, information-sharing and synergies
- Work with Digital Health Specialist, upSCALE team to include customized digital upSCALE outputs to support national, provincial and district monthly data review meetings with a focus on health facility and community-level data pertaining to the different MoH departments (e.g., malaria, nutrition, primary health care)
- Submit monthly activity plans and reports and contribute to upSCALE quarterly and annual reports and other ad hoc reports

2. Learning and Sharing (15%)

- Ensure that all relevant project documentation is disseminated to the province and district health teams
- Participate in relevant meetings, presenting project results and experiences as required
- Provide effective support to all donor visits relating to both project planning, delivery and review, and for the purposes of donor fundraising and marketing
- Capture and document field activities, case studies and experience from the field during routine work
- Carry out any other duties in support of the wider Malaria Consortium Mozambique Programme as assigned
- Input on research activities using digital platforms

3. Operations support (10%)

- For all expenditure ensure compliance with Malaria Consortium procurement and travel policies

- Use Malaria Consortium vehicles in line with the fleet policy and the local safety and security plan
- Use assets and IT equipment in line with Malaria Consortiums IT User Policy and Asset and Stock Management Policies, ensuring proper use and proper tracking of materials and assets through correct and complete documentation and proactive distribution and utilisation planning.
- Ensure compliance to Malaria consortiums Anti Money Laundering & Terrorism Financing Policy, Anti-Fraud and Anti-Corruption Policy, Anti-Bribery Policy, Whistle Blowing Policy, Code of Conduct and Safeguarding Policy.

Person specification

Qualifications and experience:

Essential

- Degree in Computer Science, Informatics, Software Engineer , or any other relevant area
- Minimum 3 years' experience in programming and implementing Health Information Systems, especially malaria and child survival and maternal programs but not restricted;
- Large experience in computer programming;
- Experience in programming in android;
- Previous work with development agencies, NGOs, donors.
- Experience in the planning and implementation of communicable disease control/malaria control interventions, behaviour change communication initiatives/health education, health worker trainings and supportive supervision of health workers
- Experience in capacity building/ transferring of skills to health personnel
- Experience in working closely with local government

Desirable

- Postgraduation in Development Projects
- Strategic Information (Monitoring and Evaluation) experience will be an additional advantage
- Familiarity with the strategies and guidelines of the Mozambique Ministry of Health, in particular the National Malaria Control Programme and/or Community Health Department
- Previous community mobilization and behaviour change communication experience.
- Previous experience working with m-health initiatives and CommCare.
- Experience on providing support with apps/hardware to APSs and health partners/stakeholders
- Strong writing and organizational skills for writing case studies, documenting lessons learnt and reporting on program results.

Work-based skills:

Essential

- Strong critical thinking and creative problem-solving skills.
- Proactive and able to work independently with limited support.
- Ability to work effectively with local stakeholders.
- Excellent personal and time management skills.
- Ability to work under pressure in a challenging environment.
- Positive work attitude.
- Attention to detail.
- Competency in M&E computer applications (DHIS-2, Power BI, Stata)
- Strong written and verbal communication skills
- Strong leadership skills and a supportive management style
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint).
- Fluency in Portuguese and English (speaking and writing)

- Committed to the mission and values of Malaria Consortium

Desirable

- Experience of data/information use for programme decision-making
- Experience in using participatory adult learning technique

Core competencies:
Delivering results
LEVEL C - Supports others to achieve results <ul style="list-style-type: none"> ✓ Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets. ✓ Supports others to plan and deliver results ✓ Supports others to manage and cope with setbacks
Analysis and use of information
LEVEL C - Works confidently with complex data to support work <ul style="list-style-type: none"> ✓ Interprets complex written information ✓ Works confidently with data before making decisions: for example, interpreting trends, issues and risks ✓ Acquainted with the validity, relevance and limitations of different sources of evidence
Interpersonal and communications
LEVEL C - Adapts communications effectively <ul style="list-style-type: none"> ✓ Tailors communication (content, style and medium) to diverse audiences ✓ Communicates equally effectively at all organisational levels ✓ Understands others' underlying needs, concerns and motivations and communicates effectively in sensitive situations ✓ Resolves intra-team and inter-team conflicts effectively
Collaboration and partnering
LEVEL C - Builds strong networks internally and participates actively in external networks and think tanks <ul style="list-style-type: none"> ✓ Builds strong networks internally ✓ Participates actively in external networks and/or think tanks. ✓ Engages with relevant experts to gather and evaluate evidence ✓ Shares and implements good practice with internal and external peers
Leading and motivating people
<ul style="list-style-type: none"> ✓ LEVEL C - Effectively leads and motivates others or direct reports. Gives regular, timely and appropriate feedback, ✓ Acknowledges good performance and deals with issues concerning poor performance ✓ Carries out staff assessment and development activities conscientiously and effectively ✓ Develops the skills and competences of others through the development and application of skills ✓ Coaches and supports team members when they have difficulties
Flexibility/ adaptability
LEVEL C - Supports others to cope with pressure <ul style="list-style-type: none"> ✓ Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same ✓ Adapts team approach, goals, and methods to achieve solutions and results in dynamic situations ✓ Sets realistic deadlines and goals for self or team
Living the values
LEVEL C - Supports others to live Malaria Consortium's values <ul style="list-style-type: none"> ✓ Demonstrates personal integrity by using position responsibly and fairly ✓ Cultivates an open culture within the wider team, promoting accountability, responsibility and respect for individual differences

Strategic planning and thinking and sector awareness

- ✓ **LEVEL C - Keeps up to date with the internal and external environment** Takes into account economic, political and other business factors when drawing up medium and long-term plans, covering both public and private sectors
- ✓ Looks beyond the immediate operations to prospects for new business
- ✓ Engages with appropriate internal and external sources to establish major influences on future plans