



## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

### Preamble:

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.

1. **UNV Assignment Title:** Quality of Care Specialist
2. **Type of Assignment:** International UN Volunteer
3. **Project Title** Quality of Care Improvement Programme
4. **Duration:** 2 years
5. **Location, Country:** Kampala, Uganda
6. **Expected Starting Date:** June, 2013
7. **Brief Project Description:**

UNFPA Uganda Country Office is currently implementing the 7<sup>th</sup> GoU/UNFPA Country Programme for the period 2010 - 2014. The programme has six outputs, four of which have aspects of clinical care/services delivery within static clinic and in some cases outreach settings or community based services delivery by Village Health Teams (VHTs) and youth peer educators. These are the outputs related to midwifery practice; FP services delivery; youth friendly services and integration of HIV/AIDS with SRH. A communications programme (Healthy Choices Radio Programme) that links radio discussion with community conversation through community based radio listener groups helps in awareness creation and mobilization for healthy lifestyle and services uptake.

However, utilization of health services has continued to remain low, partly affected by the low quality of services provided at the facilities. The position of Quality of Care Specialist is therefore being proposed for the holder to work closely with health unit staffs, district and ministry of health officials and NGO services providers to improve the quality of care being provided to the population. Using Ministry of Health's or any other agreed upon QoC Framework, the Specialist will undertake joint QoC assessment; develop facility specific QoC Action Plan; support implementation of the QoC action plan and help form and institutionalise facility specific QoC Circles as an internal review and continuous QoC improvement mechanism.

8. **Host Agency/Host Institute:** UNFPA Uganda Country Office.

### United Nations Volunteers

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## 9. Organizational Context:

The UNV QoC Specialist will be based in UNFPA Country Office in Kampala, but with frequent travels and longer periods of stays in the UNFPA supported districts.

The 7<sup>th</sup> GoU/UNFPA Country Programme has a total of 29 Implementing Partners working in over 20 districts. The Implementing Partners include 8 District Local Governments (Katakwi, Moroto, Kaabong, Kotido, Oyam, Yumbe, Mubende and Kanungu); 5 government sector institutions (Population Secretariat, Uganda Bureau of Statistics, Ministry of Education, Ministry of Gender, Labour and Social Development, ministry of Health); and 16 Non-Governmental Organizations. All these partners implement work within the UNFPA focus districts (8); HIV theme districts (5); Joint Programme on GBV theme districts (5); Joint Programme on Gender Equality districts (5) and Joint Programme on Population (15). Some of the districts overlap. The activities implemented include capacity building, social and behaviour change communication, services delivery, policy advocacy, research and documentation, etc.

UNFPA Uganda Country Office has three Decentralised Offices, two of which are located within post-conflict regions. These are Gulu to cover mid-north and in Moroto to cover North East.

The Decentralised Office in Mbarara to cover South Western Uganda and work closely with refugees from Democratic Republic of Congo.

The UNFPA Head office located in Kampala has four main departments: Office of the Representative, Policy and Oversight headed by the Deputy Representative, Programmes headed by the Assistant Representative and Operations headed by the International Operations Manager. The UNV will be based within RH & HIV/AIDS unit which falls within Programmes Department which has three Units. Other units of the Programmes Department are: Gender and Population and Development.

The main roles of Programmes Department are: work plan development and implementation, including capacity building and provision of integrated programme and technical assistance.

**10. Type of Assignment Place:** Assignment with family

## 11. Description of tasks:

Under the overall supervision of the Representative and direct supervision of Assistant Representative, the UN Volunteer will coordinate the development, assessment and implementation of QoC improvement programme for maternal health, family planning, and integrated HIV/SRH and youth friendly services in the 8 UNFPA focus districts. Specifically, the UNV QoC Specialist will undertake the following tasks:

- Develop/adapt any of the existing QoC frameworks for implementation in the 8 target district;
- Conduct Training of Trainers to develop and implement QOC improvement programme
- Coordinate the development/adaptation of QoC assessment tools for use in facility QoC assessment
- Coordinate the conduct of participatory QoC assessment and concurrent facility specific QoC action plan development for each of the facilities.

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- Develop a district consolidated QoC action plan for purpose of planning and integration into district Annual and Quarterly Work Plans
- Develop Terms of Reference for and support the establishment and function of Quality of Care Circles in each of the targeted facility
- Conduct regular monitoring and support supervision of quality of care improvement activities in each of the districts and target facilities
- Develop and implement a programme for accreditation of health facilities that meet QOC standards in each of the 8 target districts
- Conduct review/evaluation of the QoC Improvement Programme within the overall UNFPA Country Office support

Furthermore, UN Volunteer is encouraged to:

- Strengthen his/her 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 IVD);
- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country;
- Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities;
- 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.

#### **12. Results/Expected Output:**

- Improved quality of care in the targeted facilities, evidenced by increased utilization of MH, FP, HIV/AIDS and youth friendly services in the targeted facilities
- Institutionalised QoC in 8 general hospitals, 16 Health Centre IVs (evidenced by facility specific QoC Assessment Report, facility specific QoC Action Plan, functional QoC Circles/Committees)
- A final statement of achievements towards volunteerism for development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.

#### **13. Qualifications/Requirements:**

The UNV QoC Specialist post is suitable for one who has the following qualifications and work experience:

##### **Qualifications**

- A minimum of master's degree in health related field (Public Health, Obstetrics and Gynaecology, midwifery or nursing) with bachelor degree obtained in clinical medicine;
- Any training in Quality of Care or Quality Management provides an added advantage



### **Work Experience**

- More than 3 years previous work experience in SRH services delivery;
- A good understanding of health systems, especially within decentralised context
- A previous experience in quality of care programme development and implementation
- Technical knowledge, skills and scientific understanding of MH, FP, HIV/AIDS, youth friendly services

### **Other required competencies**

- Training and facilitation skills
- Results oriented, confident & self-motivated, able to work independently.
- Team player with collaborative work approach and able to work across cultures/regions and manage team dynamics.
- Excellent communication (written & verbal) & presentation skills.
- Well-developed analytical and problem analysis and problem solving skills
- Committed to UNFPA mandate.
- Good knowledge and practical use of Microsoft Office packages
- Excellent written and oral skills in English.
- Any other international UN language is an added advantage

### **14. Living Conditions:**

The UN Volunteer will be based in Kampala, the capital city of Uganda that is located at 1,200 metres (4,000 feet) above sea level with a pleasant climate all year round which is uniformly warm and moderately humid, and temperatures that range between 20 and 30 degrees Celsius. It is a family duty station that presents relatively good living conditions with adequate housing facilities (houses and apartments) readily available to rent, and with most of the economic and social amenities also available at affordable cost. Most commodities are available in 4 big Supermarkets and a wide variety of local markets that offer plenty of available fresh food stuffs of all kinds, and there are many restaurants for every taste and pocket. There are 3 international telecommunication systems (mobile telephony networks), easy access to internet and modern banking facilities. However, as a developing country, Uganda has developing infrastructure with common challenges like power cuts and water rationing. The city has good security but under UN Security system – Level Three of which all new staff undergo security briefing by United Nations Department of Safety and Security (UNDSS) who also provide elaborate security documents as well as regular security situation updates.

### **15. Conditions of Service**

A 12-month contract will be issued upon arrival in Uganda. A volunteer living allowance (VLA) will be paid on monthly basis which is intended to cover housing, basic needs and utilities, and is equivalent to US\$ 1,936 (single rate), US\$ 2,186 (1 dependants' rate) and US\$ 2,386 (2+ dependants' rate). A settling-in-grant of US\$ 4,161 is payable upon arrival for a 12 months contract which is intended to assist the UN Volunteer while establishing permanent residence at the duty station, e.g. to purchase basic household items such as furniture, kitchen utensils, bed linen etc. The UN Volunteer will be entitled to life, health, and permanent disability insurance. A monthly Hazardous Duty Station Supplement (HDSS) of US\$ 546 will be paid (if applicable). Upon repatriation the UN Volunteer will be provided with a return airfare as well as a resettlement allowance of US\$ 150.00 per month of satisfactory service.

Kampala is the capital of Uganda and the living and security conditions are good. Access to main medical services is ensured. The UN system is represented in a broad manner and main partners easily accessible.



**Description of Assignment prepared by the UN Agency or UNV Field Unit:**

Ms. Cecile Compaore Zougrana, Deputy Representative of the UN Population Fund (UNFPA) Uganda

**Date:** 04 April 2013

**Description of Assignment approved by UNDP/RR/CD or UNV Field Unit:**

**UNV Programme Officer, Jethphe Mvondo**

**Date:** 04/04/2013