



VACANCY ANNOUNCEMENT #034-2024

30 April 2024

Sun Community Health (“SCH”) is a non-profit, non-political and non-sectarian organization. It is a local non-governmental organization in Myanmar and is established in particular to advance socially beneficial purposes in Myanmar by promoting and providing information, services and products related to the prevention, promotion, curation and rehabilitation of the major health services including but not limited to HIV/AIDS, malaria, tuberculosis, maternal and child health, reproductive health and non-communicable diseases with the aim of furthering good health, prosperity and the relief of poverty, distress and sickness. This also includes state-of-art training programs, quality assurance programs, and a robust supply chain and logistics system and health financing mechanisms. The Organization may also provide non-health related ancillary services that ensure and improve the well-being of its clientele.

SCH is practicing the right to freedom from all forms of sexual violence, injustice, discrimination and abuse (including child and adult at-risk abuse). We recognize the responsibility we have to guarantee on that we do not deliberately or inadvertently cause any harms to right holders and communities through our work – whether that is our staff and representatives of our contractor (internal and external stakeholders). SCH will not tolerate any form of discrimination, abuse, exploitation, harassment under any circumstances and will take strong disciplinary action. Protection from Sexual Exploitation and Abuse (PSEA) is everyone’s responsibility and all staff are required to adhere to the Code of Conduct, that enshrines principles of PSEA, at all times (both during work hours and outside work hours). Familiarization with, and adherence to, the Code of Conduct is an essential requirement of all staff, in addition to related mandatory training. All staff must ensure that they understand and act in accordance with this clause.

Job Title	: Technical Support Officer
Job/Role Grade	: 4/B
Report to	: Regional/Operation Manager
Contract Type	: Integrated Project Based
Unit	: Regional Operation Unit
Require Position	: “1”
Office/ Assigned Area	: Yangon Regional Office/ Field Office

JOB SUMMARY:

Technical Support Officer for SQH channel holds field based important role in assigned territories. S/he is primarily responsible for provider behavior change activities to Sun providers on clinical practices and productivity. S/he is also responsible for monitoring and supervising the SCH operational activities and technical supports to Sun networks.

This position is target-driven and ultimately responsible for achieving the challenging targets assigned to his/her territory.

DUTIES & RESPONSIBILITIES:

The duties and responsibilities of **Technical Support Officer for SQH channel** includes:

- Conducting medical outreach activities effectively for provider behaviour change to increase their productivity and to improve in Quality of clinical and non-clinical practices.
- Conduct regular monitoring and supportive visits to Sun clinics in assigned area to distribute SCH’s health related products and other commodities including IEC and promotional items, to deliver new updated forms,

to collect MCRs (including TB data collection), to make financial transactions of provider's incentive payment, clinic assistance fees and patient supports, etc.

- Conduct regular tele-monitoring activities to the providers if there is travel restriction due to unusual occurrence of disease, conflict, disaster and only the phone communication and internet services are available.
- Ensure program related products with good expired dates are fully stocked and make sure to keep under recommended conditions and keep tracking the distribution and consultation data to maintain minimal stock in hand at provider level.
- Assist Sun providers to meet the quality healthcare standards.
- Responsible for upgrading provider's technical competency and disseminating the updated to providers.
- Collaborate with Training team and participate in regular CME programs of assigned region and health areas by acting as a regional trainer or an organizer as necessary.
- Assist in organizing review meetings of health care providers in the assigned territory.
- Take necessary actions/ find solutions concerning the operational issues with Sun doctors, TB laboratory, CXR centers, clinic assistants and other stakeholders in assigned territory and timely report to supervisor as required.
- Conduct advocacy, area mapping & clinic auditing for new recruitment of interested providers in the assigned territory.
- Advocacy and reporting of respective local authorities and health authorities as necessary.
- Check the monthly reports from providers and respond back to Operation Manager/ M&E concerning the issue in reporting mechanism.
- Facilitate the troubleshooting of digital reporting at provider level.
- Tracking monthly achievements against targets.
- Work with QI team to understand the program situation and provide feedback to management for program quality improvement.
- Collaborate with partner organizations as necessary.
- Submit the timely, correct and complete reports (monthly activities report, leave submission, timesheet report and financial related reports) to supervisors and designated staff.
- Other relevant tasks assigned by the direct supervisor

KEY SKILLS

The key skills required for the position of **Technical Support Officer** include:

- **Technical Knowledge:** Must have understanding on minimum services quality standards of health areas implemented by SCH and Provider Behavioral Change concepts.
- **Operational management:** Must be able to manage the time effectively and conduct medical outreach effectively to increase providers' productivity of various channels in assigned territories.
- **Communication:** Must be able to understand basic communication skills and effectively communicate with the providers and all stakeholders.
- **Leadership:** Must have enough leadership skills and demonstrate a strong ability to guide others if need be.
- **Organizational Skills:** Must be organized and be able to manage review meeting and training of providers of various channels in assigned territories.

QUALIFICATIONS:

- University Degree (preferable M.B., B.S)
- Proven work experience in public health field is advantageous
- Must have good communication skills, including sufficient reporting skills in English
- Able to use Microsoft Office (Word, Excel, PowerPoint, etc.)
- Adequate knowledge of training activities and M&E
- Should be organized, systematic and dynamic and must interact well with others



Sun Community Health

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APPLICATION:

Interested applicant, please send Application Letter, Curriculum Vitae (with “Three” referees, including your last employment for reference check) scan or copies of Qualification Documents and National ID as per following “APPLY LINK”, not later than on the evening of May 15, 2024 (Wednesday).

SCH National Headquarters Office: No. 3/1, Kant Kaw Myaing Street, Ward 8, Yankin Township, Yangon.

(Apply Link: <https://smrtr.io/kjNz5>)

“SCH is practicing an Equal Employment Opportunity and considers all applications without discrimination of race, sex, religion, national origin, age, marital status, HIV/AIDs status and disability.”

Only short-listed candidates will be invited for relevant tests and/or personal interviews.

