



“ငန” လူထုကျန်းမာရေး

VACANCY ANNOUNCEMENT # 031-2025 (Re-announcement)
6 June 2025

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	: Operations Support Officer
Report to	: Response Coordinator
Require Position	: “3”
Contract Type	: Service Agreement
Duration	: 3 months and extendable
Assigned Area	: Yangon (1) and Mandalay (2)

JOB SUMMARY:

The **Operations Support Officer** plays a frontline field-based role in enhancing the delivery of quality health services through SCH’s strategy for health and non-health support to communities affected by disaster in both routine and emergency contexts. The TSO is responsible for supporting provider behavior change, technical supervision, field coordination, and continuous quality improvement. As part of SCH’s response to the disaster in the affected areas, the TSO is instrumental in coordinating mobile outreach, supporting Sun Clinics, distributing health kits, and ensuring accurate data collection and reporting. This is a performance-driven role that also contributes to emergency readiness, response, and community resilience.

The contract type is **Service Agreement** and the duration is **3 months and extendable**. The required position is three, one in Yangon and two in Mandalay.

DUTIES & RESPONSIBILITIES:

The key responsibilities of **Operations Support Officer** include:



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- Conduct regular medical outreach to improve provider practices, productivity, and adherence to SCH quality standards.
- Distribute health kits, IEC materials, forms, and medicines to Sun providers, and ensure proper use and storage.
- Collect monthly data from providers including MCRs, TB forms, and consultation records, ensuring completeness and accuracy.
- Track inventory levels at clinic level and coordinate resupply as needed.
- Support CME activities, facilitate review meetings, and deliver technical updates to providers.
- Work with QI teams to assess and improve service quality.
- Address provider-level operational issues and escalate concerns to supervisors promptly.
- Coordinate with medical mobile teams for referral to Sun Clinics from the outreach activities in rural villages, displacement camps, schools, monasteries, and peri-urban areas.
- Ensure logistical support and effective communication among regional teams, mobile units, and target communities.
- Assist in identifying priority service locations based on needs and access.
- Coordinate the temporary use of Sun Clinics as mobile outreach sites and ensure ready-for service delivery.
- Facilitate collaboration between Sun Doctors and mobile medical teams.
- Ensure each participating clinic has a Clinic Assistant for data recording and reporting.
- Provide training and supervision to ensure completeness of registers, stock records, and patient data.
- Collect and verify data collected from clinics, and process financial transactions for payments.
- Identify and address reporting issues, data gaps, and inconsistencies.
- Submit timely progress updates and situation reports to the Response Coordinator and the regional managers.
- Monitor medicine stock and supplies at clinic level; coordinate resupply and prevent stockouts or expiration risks.
- Track MBO achievements, support digital reporting at provider level, and submit all required reports, timesheets, and financial documents on time.

QUALIFICATIONS AND EXPERIENCE

- M.B., B.S. degree from a recognized university is required.
- At least 1 year of relevant experience in health program implementation, outreach, or provider supervision.
- Experience in emergency response, CME facilitation, or provider behavior change is an asset.
- Proficiency in Microsoft Word, Excel, PowerPoint, and comfort with digital reporting systems.
- Strong communication skills, including the ability to write and report effectively in time.

CORE COMPETENCIES

- Technical and Clinical Knowledge: Understands quality service standards, basic clinical protocols, and behavior change strategies.
- Coordination and Organization: Manages field logistics, outreach schedules, and clinic engagement efficiently.
- Data Accuracy and Monitoring: Ensures correct, complete, and timely data collection, analysis, and submission.
- Problem-Solving and Adaptability: Responds flexibly to field challenges, emergencies, and provider-level issues.
- Communication and Teamwork: Collaborates well with providers, staff, and partners while maintaining clear communication.



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Application:

Interested applicant, please send Application Letter, Curriculum Vitae (with “Two” referees, including your last employment for reference check), copies of Qualification Documents and National ID as per following “APPLY LINK”, not later than on the evening of **17 June 2025 (Tuesday)**.

SCH National Mandalay Office: No. (B 36), 65th B Street, between 65th * 66th Street, 103rd * 104th Street, Chan Mya Tharzi Township, Mandalay.

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

“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.