

## **(Senior) Technical Officer**

FHI 360 is an international non-governmental organization that works with the Vietnam Ministry of Health, Ministry of Agricultural and Rural Development and other ministries, provincial health services, and local non-government organizations to promote the health and well-being of the Vietnamese population, particularly vulnerable and disenfranchised groups. In Vietnam, FHI 360 is currently building the capacity of local organizations in HIV/AIDS prevention, care, and treatment; drug treatment policies and practices; clinical research for the development of vaccines and drugs; non-communicable disease (NCD) prevention; laboratory strengthening; social and behavior change communication approaches to preventing the spread of zoonotic diseases; and maternal and child health and nutrition.

We are seeking qualified and highly motivated Vietnamese nationals to join FHI 360 as a (Senior) Technical Officer for Suc Khoe Doi Dao - Abundant Health Program based in Ho Chi Minh City.

### **Program Summary:**

Suc Khoe Doi Dao is a one-year, pilot, community-based program in one district of HCMC (March 2016-February 2017). Two main aims of this innovative program are to 1) increase the proportion of community members aware of the four shared NCD risk factors and 2) increase the proportion of eligible patients screened, risk stratified and treated for diabetes and hypertension (HTN) through a team-based model of care delivery at the commune health center (CHC) level. The program will be implemented with the HCMC Department of Health, University of Medicine and Pharmacy, and Harvard Medical School Center for Primary Care with funding from the Pfizer Foundation.

### **Key duties and responsibilities:**

The (Senior) Technical Officer is responsible for guiding and mentoring quality improvement (QI) teams and building their capacity as they implement the QI Collaborative framework. He/she will work with the Program Manager, QI teams at commune health stations (CHS) and stakeholders in 1) supporting implementation of new NCD practices through the Collaborative Improvement model, 2) the development and implementation of the team based improvement and coaching system, 3) monitoring data collection, management, analysis, and dissemination, and 4) documentation of improvement activities.

### **Main responsibilities:**

- Establish a learning collaborative with CHCs through which an integrated training package in NCD, management and team-based work will be delivered
- Provides input in all preparatory technical materials related to Charter meeting, coaches training and NCD training
- Visits improvement teams, preferably once a month. Assesses their performance, reviews team worksheet and provides constructive feedback.
- Support the development of quality monitoring and coaching system
- Support coaching visits on monthly basis to the CHSs with a designated coach

- Assist the team (CHS) in implementing a new screening and treatment system of diabetes and HTN
- Assist the teams (CHS) and coaches in their preparation and participation at the learning sessions
- Analyze and report monitoring, supervision, and client management data. Ensure data are used effectively by the team, stakeholders timely for program improvement. Document QI efforts and success stories.

**Experience and abilities for the position:**

- Bachelor degree in public health or related fields. Master degree or medical doctor degree is a plus.
- 2-4 years of experience in working in related fields for Technical officer, and 4-7 years for Senior Technical Officer.
- Experience developing training material for capacity-building in quality improvement highly preferred.
- Experience providing technical support to public health programs in Vietnam desired.
- Familiarity with management information systems and a range of quantitative and qualitative approaches.
- Proficiency with various software applications (e.g. MS Excel, Word, PowerPoint).
- Ability to think creatively and strategically. Demonstrated ability to learn new things.
- Ability to work independently as well as in cooperation with a multi-cultural team.
- Excellent written, verbal, and organizational skills. Good at written and spoken English.
- Ability to work under pressure and meet deadlines.
- Working knowledge of budgets.

FHI 360 offers a competitive salary and excellent benefits.

Please send curriculum vitae, letter of application with specify position and level you are applying for, a list of three references (we only contact your reference with your consent), copies of certificates/degrees by May 22, 2016 to:

Human Resources Section, FHI 360 Vietnam

7th Floor, Hanoi Tourist Building, No. 18 Ly Thuong Kiet, Hoan Kiem Hanoi, Vietnam

Email: [Vietnam.recruitment@fhi360.org](mailto:Vietnam.recruitment@fhi360.org)

Only shortlisted candidates will be notified