

# JOB DESCRIPTION

## Preliminary Job Information

<b>Job Title</b>	PHARMACY MANAGER
<b>Country and Base of posting</b>	DOHUK, IRAQI KURDISTAN
<b>Reports to</b>	HEALTH COORDINATOR
<b>Creation/Replacement</b>	Replacement
<b>Expected Date of Arrival</b>	15/01/17
<b>Duration of Mission</b>	6 months

## General Information on the Mission

### Context

**Première Urgence Internationale (PUI)** is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilian victims of marginalization and exclusion, or those hit by natural disasters, wars and economic collapses by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency. The association leads in average 190 projects a year in the following sectors of intervention: Food Security, Health, Nutrition, Construction and Rehabilitation of infrastructures, Water, Sanitation, Hygiene and Economic Recovery. PUI is providing assistance to around 5 million people in 20 countries across Africa, Asia, the Middle East, Eastern Europe and France.

Following the insurgency of the Islamic State (IS) in large areas of Iraq and Syria, significant population movements were witnessed from densely populated areas / major cities of Anbar, Ninewa and Salah Ah Din amongst other governorates. These displacements created a significant situation of concern as regards the humanitarian situation of the affected populations. There are now 2.2 million IDPs in Iraq, and 450,000 of them are living in Dohuk governorate, Kurdistan Region. Response coordination mechanisms relevant to a Level 3 Emergency have been activated, and the revised Strategic Response Plan published.

Around 33% of IDPs in Kurdistan are now housed in camps, though a significant number remain in inadequate shelters in non-camp situations. Construction of and service provision to camps remains a focus for the humanitarian community, as well as ensuring provision of services and shelter solutions to those living in informal settlements. There are also over 230,000 Syrian refugees in Kurdistan Region of Iraq, which further stretches government resources, in both camp and non-camp settings, and UNHCR remain the coordination body for the response to the Syrian refugee crisis. The context remains volatile, with ongoing clashes with IS around the borders of the Kurdistan Region. A possible coalition offensive against IS-held Mosul in the last months of 2016 could cause displacement of a further up to 1 million people towards Kurdistan.

### PUI's strategy/position in the country

PUI's presence in Iraq since 1983 has spanned the sectors of Health, WASH, Protection, Shelter, Food Security and Livelihoods, through an integrated approach, in both urban and rural areas. Since 2009 the approach in Baghdad has been to improve access to water and sanitation, agricultural activities and livelihoods, improving social cohesion by also considering host population needs. With UNHCR, PUI are improving living conditions of urban households implementing community quick impact projects and creating job opportunities (training centers and Professional Tool Kits).

In Najaf, PUI currently conducts health and WASH interventions for IDPs living in guesthouses on the Najaf-Kerbala route. In depth assessments of this community have been done and the proposed action will address some of the key problems found in protection, livelihoods and community cohesion, building on PUI's experience in Baghdad through BPRM and UNHCR funded livelihoods and agricultural projects, with strong expertise having been built in vulnerability scoring and selection of beneficiary households.

In November 2013, PUI began providing health and WASH services in 2 Syrian refugee camps in Dohuk. In August 2014 PUI launched an emergency Health, WASH and NFI response to the IDP crisis in Dohuk, both in and outside of camps. In KR-I, PUI are currently working in Gawilan (Syrian refugees), Bardarash and Bajet Kandala camps, as well as implementing health responses for non-camp populations of IDPs (mobile health teams) and refugees (outreach and educational services). As for today, the majority of the ongoing projects take place in the Kurdistan Region of Iraq.

In South/Central Iraq, PUI's Baghdad projects focus on Livelihoods and Health, and in Najaf on Health (mobile outreach and surveillance/referral team) with a focus on responding to large scale population movements caused primarily by insecurity.

PUI currently has operational bases in Najaf, Baghdad, Bardarash and Dohuk, and a coordination office in Erbil.

## History of the mission and current programs

**PUI** PUI has been present in Iraq since 1983. The programming has spanned the sectors of health, WASH, protection, shelter, food security and livelihoods, through an integrated approach, in both urban and rural areas, responding to the changing needs of the local communities.

By 2010 PUI was implementing an integrated multi-sectorial program targeting poor rural villages in Baghdad to help them regain livelihoods and restart agricultural production. Besides training and supplies, this programme emphasizes reconciliation, solidarity and cooperation among villagers. Since 2014, PUI are meeting needs of the displaced population by supporting livelihood projects and promoting access to the job market through Professional Tool Kits and associated trainings. PUI has a focus on the most vulnerable households who would have the greatest benefit from income generating activities.

As the war in Syria increased in severity the influx of refugees crossing into the Kurdistan Region of Iraq increased. PUI opened a Mission in KRI in 2013 to start to respond to these needs. PUI has been operating in Gawilan camp since November 2013, providing a basic package of health care services complimented by a WASH response of active hygiene and sanitation watch out. Based on this successful first experience, PUI was chosen as a key partner by local government and UN to replicate its integrated strategy in additional camps, first in Domiz 2 and, after the IDP crisis, in Bajet Kandala and Bardarash camps.

PUI took a multi-faceted approach to supporting the needs of this newly displaced population focusing on Dohuk, Ninewa and Najaf Governorates, supporting nearly 100,000 IDPs. Firstly working in newly set up camps in KRI, then providing additional health care outside of camps through MHT in the north and a Mobile Surveillance team in the south. Latrines were built both these areas to support IDPs living in unfinished buildings and informal settlements. NFIs distributed in multiple locations, including hygiene kits, reaching people within the first few weeks of displacement.

### Current Programming

In Iraq, an integrated approach is developed while still maintaining health as the central point of the activities. PUI is currently working in three camps in KRI, providing Primary Healthcare and WASH services as well as focusing on psychosocial support. PUI also provides support to the large number of IDPs and refugees living out-of camp by providing primary healthcare, psychosocial, WASH and educational support.

#### Health and Psychosocial Support

- PUI is in charge of the management of the Primary Health Care Center in Gawilan refugee camp, Bajet Kandala and Bardarash IDP camps.
- Teams in Dohuk governorate are linking refugees to the health services, increasing both awareness of and access to existing facilities, as well as boosting refugees' knowledge of healthcare to support them to improve their own health status. PHCCs are supported as a part of this project in order to ensure their capacity to cope with increased patient load.
- 7 Mobile health teams in Dohuk, Ninewa, Bagdad and Najaf governorates reach IDP's living out of camps to provide a basic package of health care. This includes treatment, referral, pharmacy, and psychological support. One additional mobile team specifically focuses on the follow-up of patients in need of Mental Health support in Dohuk and Ninewa Governorates.

#### Water, Sanitation and Hygiene

- WASH activities are undertaken in Bardarash and Gawilan camps, with a programme of operation and maintenance, including community teams being created to support the work. Tool loan committees support camp inhabitants to be autonomous and self-reliant.
- Outside of camps, PUI is currently working in 10 villages where many displaced people have taken refuge around the Bardarash area with the aim to improve water supply and to spread hygiene messages. As part of the Mosul response, PUI is starting implementing a project with the aim to provide water, sanitation and hygiene support to potential IDPs coming out of Mosul, in Shekhan, Akre and Hamdaniya districts (in and out-of camp)

#### Education

- In Dohuk Governorate, non-camp activities focus on educational support for Syrian refugee children, in order to give them confidence and motivation not to drop out of school.

## Configuration of the mission

BUDGET FORECAST 2015	\$8,500,000
BASES	5 BASES (ERBIL (COORDINATION ONLY), DOHK, BARDARASH, BAGHDAD, NAJAF)
NUMBER OF EXPATRIATES	21
NUMBER OF NATIONAL STAFF	250+
NUMBER OF CURRENT PROJECTS	10
MAIN PARTNERS	UNHCR, BPRM, ECHO, CDC, MCC, OFDA, SANOFI, AFD
ACTIVITY SECTORS	Health, WASH, PSS
EXPATRIATE TEAM ON-SITE	Erbil Coordination:

	<p>Head of Mission; Deputy HoM; Log Co (vacant); Supply Chain Manager; Finance Co.; HR Co.; Admin Support; Health Coordinator (Vacant); Pharmacy Manager; AMEA Manager; Grants Officer</p> <p><b>Bardarash base:</b> Field Coordinator, 3 Project Managers, Log Base, Admin Base.</p> <p><b>Dohuk base:</b> Field Coordinator, 3 PMs, Log Base, Admin Base.</p> <p><b>South Iraq remote cell, Erbil:</b> Field Coordinator, M&amp;E Manager (vacant), log support (vacant)</p>
--	--

## Job Description

### Overall objective

The Pharmacy Manager shall ensure the overall functioning of the PUI pharmacies at central, base and project level, securing an adequate and timely supply of quality medications, medical consumables and medical equipment to PUI projects. He/she will be responsible for giving technical support to the pharmacy teams at field level and building capacity to respect PUI procedures.

He/she must ensure proper pharmaceutical management (procurement, storage, distribution, inventory, consumption, and data management) for the entire mission, both at the coordination level and at operational bases and supported health structures.

The Pharmacy Manager will work closely with the logistics team to ensure the supply chain drugs, consumables and medical items is timely, reliable and well documented at all levels.

### Specific objectives and linked activities

#### 1. DATA COLLECTION, TREATMENT AND ANALYSIS

- Supervise data collection (in / out, consumption) of bases and Health Centers and ensure accurate data entry into the pharmacy management software (currently tools on excel software / saga stock planned).
- Analyze the data to optimize the management of drugs and medical supplies (needs assessment, purchase, control, supply, cold chain, expiry dates, overstock/shortage etc.).
- With the Health Coordinator improve the loan/return policies and donation of drugs and medical items.
- Ensure regular and appropriate use of the management documentation (inventory records, delivery notes, computer tools etc.) submitted by Logistics, Pharmacists and Storekeeper in the bases.
- Work in collaboration with the medical department to check, in relation to epidemiological data, the status of stocks and the consumptions and assess the appropriateness of prescriptions.
- Be able to provide at any given time reliable information on stock, consumption, use of medicines and health products for central pharmacy.
- Ensure proper pharmacy data reporting (stock, consumption, among other) from each project.
- Contribute to the writing of donors' reports and proposals specifically for information on pharmacy.
- Make a backup, minimum monthly, of all computer data related to pharmacy management.

#### 2. SUPPLY MANAGEMENT

- Work with logistics and medical departments of Erbil and Head Quarters (HQ) for the purchase of drugs, consumables and equipment, in accordance with PUI and donors procedures.
- Place orders in collaboration with the Health Coordinator and monitor the purchase orders sent to HQ in collaboration with the Logistics Coordinator.
- Ensure in collaboration with the logistics department, procedures with the local health and administrative authorities to obtain import licenses and taxes exemption.
- Ensure, in collaboration with the logistics department, local purchases whenever necessary in respect of logistics and PUI quality assurance procedures.
- Supervise the delivery and receipt of goods and the quality control of drugs received. Inform logistics and Health Coordinator in the event of non-compliance.

#### 3. STOCKS MANAGEMENT

- Supervise the management of the central stock in Dohuk, focusing on (i) stock movements both computerized and physical (ii) anticipation and management of expired drugs.
- Supervise the organization of the stock for project requirements (according with donors).
- Supervise the quarterly/periodic physical inventory and conduct random checks. In the case of discrepancies between physical inventory and theoretical stock, investigate and inform the Health Coordinator.
- Ensure adequate storage (noting extreme temperature conditions, humidity, light and safety), management (storage, classification, labeling) and security (store access, key holders) according to PUI pharmacy procedures.
- Follow cold chain procedures for required drugs, including during transit to project sites.
- Ensure that storage conditions are in line with national legislation, in particular for narcotic and psycho active drugs.
- Monitor stock management of the base pharmacies and health facilities, in collaboration with project managers and project pharmacists.
- Ensure the understanding and application of procedures and tools used at base level and health facilities supported.
- Supervise the stock management of particular pharmacies (first aid kits, etc). Inform the Health Coordinator in case of irrational consumption or any misuse of pharmacy items.
- Ensure that expired or damaged items are properly put in quarantine and ensure their effective destruction.

- Ensure pharmacovigilance including the immediate report of any problem with the quality of a drug in accordance with PUI pharmaceutical management procedures.

#### **4. SUPPLY MANAGEMENT OF BASES AND HEALTH STRUCTURES**

- Verify and validate the relevance of orders received.
- Provide accurate information on the current stock situation of each project to Project Managers, Field Coordinators and Health Coordinator.
- Supervise the preparation, distribution planning, transport and delivery from central stock to all stores at base level.
- Participate in the preparation of donations / loans / exchanges, both internally and externally.
- Inform in advance, and work with Program Managers and Logistics for the organization of transport of drugs.
- Participate in the technical inspection of local suppliers where appropriate
- Ensure update, implementation and use of project Medical catalogues for local purchase.

#### **5. STAFF SUPERVISION AND TECHNICAL SUPPORT**

- Provide training and technical support to the pharmacists and staff in charge of pharmacies in Dohuk, Bardarash, Bagdad and Najaf: stock management, rational use of medicines, substitution and therapy options, and analysis of consumption of health facilities.
- Support, in collaboration with Field Coordinator/ Health Coordinator/ Logistic coordinator, the settlement of new warehouse when needed, including settlement of appropriate management tools, human resources and training implementation and follow up.
- Provide technical support to staff in charge of pharmacies in health facilities supported by PUI: implementation tools, companionship, ad hoc training.
- Strengthen the capacity of health facility teams so that they can assume duties independently and can be critical in terms of consumption.
- Conduct field visits frequently and support Central Pharmacist field visits, in order to ensure proper management of drugs at both base pharmacies as well as health facilities.
- Conduct the appraisal of the central pharmacist and support the appraisal of Storekeeper.
- Support the Project Manager / PHCC Manager to conduct technical aspects of Pharmacists appraisals at project level.

#### **6. REPORTING / MEETING**

- Write a monthly activity report to be transmitted to Health Coordinator.
- Participate in health team meetings.
- Participate in base coordination meetings.
- Ensure the appropriate filing of documentation and archives.
- Participate in external meetings related to pharmacy and PUI projects (Health Cluster, etc.).
- Share monthly copies of all relevant data including AMC, stock reports, with the Health Coordinator HQ pharmacist and HQ health advisor.
- Maintain and share an annual PUI pharmacy activity planning.

#### **Prioritization of 3 activities relative to mission environment**

- ▶ Reinforce the capacity of pharmacy team in each base, including Program Managers, Deputy Program Managers, PHCC Managers, Pharmacists and Pharmacy Assistants.
- ▶ Close follow-up on recent software/tools implemented, such as Sagastock (central pharmacy), year pharmacy management file (field pharmacies) and Log-Tag (central pharmacy and field pharmacy).
- ▶ Implement and improve identification system and warehouse organization at central pharmacy and project pharmacies level.

#### **Team supervision**

Number of persons to manage and their position (expatriate personnel / national):

- ▶ Direct management: 1 National Staff (Central Pharmacist)
- ▶ Indirect management: 2 National Staff (1 Central Pharmacy Assistant, 1 Store Keeper)
- ▶ Functional Management: 11 National Staff (2 PHCC Pharmacists, 7 MHT Pharmacists, 2 PHCC Pharmacy Assistants)

This position is managed by:

- ▶ Line management: Health Coordinator
- ▶ Additional Functional Management: Health Coordinator, DHoM, Logistics

## **Required Profile**

#### **Required knowledge and skills**

	<b>REQUIRED</b>	<b>DESIRABLE</b>
<b>TRAINING</b>	Pharmaceutical Sciences/Pharmacy Degree	Public Health Degree

<b>PROFESSIONAL EXPERIENCE</b>	X Pharmacy Management	X Primary Health Care
<b>KNOWLEDGE AND SKILLS</b>	Good written communication skills Knowledge of project management Training skills	Knowledge of procedures of institutional donors OFDA, ECHO, UN agencies, etc.)
<b>LANGUAGES</b>	X	X X
<b>SOFTWARE</b>	X X X	X
<b>Required Personal Characteristics (fitting into the team, suitability for the job and assignment)</b>		
<ul style="list-style-type: none"> <li>▶ Ability to work independently, take the initiative and take responsibility</li> <li>▶ Resilience to stress</li> <li>▶ Diplomacy and open-mindedness</li> <li>▶ Good analytical skills</li> <li>▶ Organization and ability to manage priorities</li> <li>▶ Proactive approach to making proposals and identifying solutions</li> <li>▶ Ability to work and manage professionally and maturely</li> <li>▶ Ability to integrate into the local environment, taking account of its political, economic and historical characteristics</li> </ul>		
<b>Other</b>	<ul style="list-style-type: none"> <li>▶ <u>Mobility</u>: Extensive travel within the mission will be required</li> </ul>	

Conditions	
<b>Status</b>	<ul style="list-style-type: none"> <li>▶ <b>EMPLOYED</b> with a Fixed-Term Contract</li> </ul>
<b>Compensation</b>	<ul style="list-style-type: none"> <li>▶ <b>MONTHLY GROSS INCOME</b>: from 1 815 up to 2 145 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>▶ <b>COST COVERED</b>: Round-trip transportation to and from home / mission, visas, vaccines...</li> <li>▶ <b>INSURANCE</b> including medical coverage and complementary healthcare, 24/24 assistance and repatriation</li> <li>▶ <b>HOUSING</b> in collective accommodation</li> <li>▶ <b>DAILY LIVING EXPENSES</b> « Per diem »</li> <li>▶ <b>BREAK POLICY</b> : 5 working days at 3 and 9 months + break allowance</li> <li>▶ <b>PAID LEAVES POLICY</b> : 5 weeks of paid leaves per year + return ticket every 6 months</li> </ul>