

## Preliminary Job Information

<b>Job Title</b>	MOBILE HEALTH TEAM PROGRAM MANAGER
<b>Country &amp; Base of posting</b>	IRAQ, DOHUK
<b>Reports to</b>	FIELD COORDINATOR DOHUK
<b>Duration of Handover</b>	7 days
<b>Duration of Mission</b>	6 months minimum

## 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 civilians' victims of marginalization and exclusion, or 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 by 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 – in Africa, Asia, Middle East, Eastern Europe and France.

Iraq is facing one of the most critical humanitarian crises of the moment. Around 8 million people are currently in need of humanitarian assistance across most regions of the country.

Since the Iraqi Constitution was adopted in 2005 Iraq has been divided into federal regions that handle their own domestic affairs, reporting to Baghdad central government, who is also responsible for international affairs. Additionally, in the North, there is the autonomous region of Iraqi Kurdistan (KRI) which includes three provinces: Erbil, Dohuk and Sulaymaniyah. There are ongoing tensions between KRI government and the Central Iraqi Government over how much authority is devolved and the distribution of finance from the oil found in the region.

Against this back scene, in 2014, wide-scale violence and armed conflict erupted in Iraq when the Islamic State insurgency crossed the Syrian border. That same year, the cities Fallujah, Ramadi and Mosul fell in the hands of IS, causing massive population displacement, especially from Anbar, Ninewa and Salah al-Din governorates. The fall of Fallujah and Ramadi in early 2014 pushed people south and west into Baghdad, with 80,600 families fleeing to the area, and the later fall of Mosul in the summer pushed populations both North into KRI and South to the governorates of Kerbala and Najaf.

The majority of the IDP population, nearly 800,000 people, was displaced in August 2014 when hostilities affected the Sinjar region in Ninewa Governorate. By November 2015, the governorates hosting the largest IDP population (1.5 million IDPs) were Anbar, Baghdad and Dohuk. In just over two years, the number of internally displaced population rose to 3.2 million in the country, 9% of this population are currently settled in IDP camps. Dohuk alone has 16 IDP camps.

In October 2016, the offensive to retake Mosul from the hands of ISIS by Kurdish, Iraqi Government and other groups began. The humanitarian consequences in terms of displaced people, access to new areas of intervention, stress on the current humanitarian response, etc. are expected to be immense. OCHA estimates 700,000 IDPs will flee the area of Mosul, more than half of which to areas where PUI is present,

In addition, the Syrian conflict, which has been ongoing for the last 5 years, has pushed over 244,758 Syrian refugees into Iraq. Most of these refugees are Syrian Kurds and as such have settled in Iraqi Kurdistan, with 95,314 individuals are currently in Dohuk.

These displaced populations are highly vulnerable, and the United Nations has declared this a Protection Crisis. A cholera outbreak in the country was confirmed in mid-September 2015 with 2,200 people reported to have been infected. There is a risk that the disease will spread due to heavy rain and lack of basic sanitary infrastructures in remote areas of the country especially in the southern governorates.

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

PUI is currently providing large scale comprehensive health interventions in three governorates in both the north and south. Focusing on rural and hard to reach areas, as well as communities with over stretched services, through mobile health and surveillance teams, and outreach networks, and on camps to support and implement a structured health system. In Dohuk PUI have a reach of 50,000 IDPs and 30,000 Refugees, in Ninewa 12,000 IDPs and 7,000 Refugees and in Najaf reaching 24,000 IDPs. WASH care and maintenance in

camps, emergency latrine building, tool loan committees and hygiene kit distributions support IDPs and refugees to improve their health outcomes by improving living conditions and hygiene behaviours. In addition psychological support is run through mobile teams, and awareness of protection issues is being increased through outreach workers. PUI are improving living conditions of urban households implementing community quick impact projects and creating job opportunities (training centres and Professional Tool Kits) for 460 IDPs and returnees.

Focusing on the current governorates of work, PUI will continue to deliver an integrated package of services with health as the core response, expanding to cover WASH, livelihoods, psychosocial support, and protection as complementary interventions, in both urban and rural areas. Working in Dohuk, Bardarash, Najaf and Baghdad allows a comprehensive, fast, response to movement by IDPs out of Mosul, from Sinjar, and from Anbar in response to IS, to communities choosing, or being forced to return to "liberated" areas, and also to support the needs of refugees crossing the border from Syria. By working through mobile teams in both KRI and South Iraq it is possible to respond to new movements very quickly, to assess needs, and to reach areas that other actors and local government are unable or reluctant to serve. The Mobile health team in Ninewa currently work up to 6 km from the front line. Surveillance teams in the south will allow fast reactions to outbreaks, and planned responses, for example to cholera, will allow populations to be more resilient to communicable diseases.

## **History of the mission and current programs**

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

PUI support the primary health care needs of over 90,000 people across three governorates of Iraq and KRI. In KRI PUI run Primary Health Care Clinics (PHCCs), delivering a comprehensive package of care to the Syrian refugee and IDP communities, in Gawilan, Bajet Kandala and Bardarash camps. Basic health care, including treatment, referral, basic laboratory testing, and pharmacy is provided directly. PUI also oversees the preventive health services which are implemented by UN-funded DoH teams including early vaccination and reproductive health. Additionally 4 Mobile Health Teams provide basic primary health care to hard-to-reach communities of IDPs who have no access to the local health care system, in Dohuk, Ninewa and Najaf Governorates. Treatment, referral and pharmacy services are provided, plus psychological support and health and hygiene messaging.

Teams in Dohuk governorate are linking Syrian refugees to the health service, increasing both awareness of and access to health services, as well as boosting refugees' knowledge of healthcare to support them to improve their own health status, with a specific focus on chronic diseases and pregnant and lactating women. Local health systems are supported by donations of medications and embedded focal points for follow up of patients.

A new strategy for the Mosul response is in place, and will involve both Dohuk and Bardarash bases.

PUI supports IDPs and returnees in Baghdad to improve their livelihood outlook through a package of vocational training and professional tool kit distributions. Greenhouses are being built, including seedlings and tools for growing, in Baghdad for a combination of IDP and host communities to promote community inclusion and provide additional income for vulnerable families. There are 15 greenhouses, in 5 locations, with 20 families benefiting from each one. Distributions of NFI kits are on-going for IDPs in both Najaf and Baghdad delivering cooking kits, water storage containers, hygiene kits, including feminine kits. WASH activities are undertaken in Bardarash and Gawilan camp, with a programme of operation and maintenance, and community teams being created to support the work. Tool loan committees support camp inhabitants to be autonomous and self-reliant.

## **Configuration of the mission**

<b>BUDGET FORECAST 2017</b>	\$8,500,000
<b>BASES</b>	5 BASES (ERBIL (COORDINATION ONLY), DOHK, BARDARASH, BAGHDAD, NAJAF)
<b>NUMBER OF EXPATRIATES</b>	20

<b>NUMBER OF NATIONAL STAFF</b>	230 aprox
<b>NUMBER OF CURRENT PROJECTS</b>	8
<b>MAIN PARTNERS</b>	UNHCR, WHO, BPRM, ECHO, CDC, OFDA, Sanofi, OCHA
<b>ACTIVITY SECTORS</b>	Health, WASH, Livelihoods, PSS
<b>EXPATRIATE TEAM ON-SITE</b>	<p><b>Erbil Coordination:</b> Head of Mission, Deputy HoM, Log Supply Chain Manager, Finance Co, HR Co, Grants Officer, Medical Co, Logistics Coordinator (vacant)</p> <p><b>Bardarash base:</b> Field Coordinator, 2 Project Managers, Log Base, Admin Base</p> <p><b>Dohuk base:</b> Field Co, 2 Project Managers, Log Base (nat), Admin Base, Pharmacy Manager, <b>South Iraq remote cell, Erbil:</b> CSI Field co., AMEA Manager (in Erbil)</p>

## Job Description

### Overall objective

The overall objective of the Mobile Health Team Program Manager is to ensure the development, implementation, monitoring and evaluation of PUI projects to support the IDPs, returnees and host community outside of camps who are affected by the on-going crisis in Dohuk and Ninewa governorates.

### Tasks and responsibilities

- ▶ **Programs:** He / She ensures the proper implementation, supervision, quality and monitoring of the projects in the area of intervention.
- ▶ **Human Resources:** He / She is responsible of the project teams (PUI employees and potential daily workers), giving direct and indirect supervision to the team.
- ▶ **Logistics and administration:** He / She provides logistical and administrative monitoring of activities under his/her responsibility.
- ▶ **Finance:** He/She ensures the financial management of the project according to the PUI and donors' rules
- ▶ **Representation:** At the request of his / her superiors, he / she represents the association with partners, local authorities and stakeholders involved in the implementation of programs his / her area of operation
- ▶ **Security:** He/She guarantees efforts aimed at ensuring compliance with safety rules at the site, and transmits all information relating to safety concerns to his/her immediate supervisor and team.
- ▶ **Strategy:** He / She ensures the development of new interventions based on identified needs in collaboration with the Field Coordinator and relevant technical coordinators.

### Specific objectives and related activities

#### 1. ENSURE IMPLEMENTATION AND MONITORING OF PROGRAMS

- ▶ He/She ensures the efficient and effective implementation of project (s) by developing and implementing activities in the communities, primarily focussed on primary health care and mental health and psychosocial support (MHPSS) through Mobile Health Teams (MHTs).
- ▶ He /She ensures monitoring of projects according to the projects workplan, context evolution and in collaboration with the Field- and Technical Coordinators.
- ▶ He /She ensures PUI, international and national standards and guidelines/ tools are implemented and followed up by the team members.
- ▶ He/She facilitates training to the team in terms of quality service provision and coherence with the given standards.
- ▶ He/She ensures good communication between project teams and the beneficiary communities by ensuring that beneficiaries and local populations understand the project objectives and participate actively in their implementation.
- ▶ He/She ensures the proper functioning of programs falling under his/her responsibility, and ensures compliance with goals defined in the project proposal/s.
- ▶ He/She tracks the performance indicators defined, reports on progress to his/her immediate supervisor in collaboration with the AMEA department.
- ▶ He/She ensures the proper collection, follow-up and analysis of any necessary data collected in the context of the programs' implementation with the support of the AMEA team and in collaboration with respective Coordinators.
- ▶ He/She ensures archiving of documents, tools and training materials produced in the context of project/s and ensures the availability of the verification sources mentioned in the proposals.
- ▶ He/She transmits the internal and external reports to his/her immediate supervisor and Technical Coordinators while making sure to meet the internal deadlines for endorsement (Situation Report) and the external contractual deadlines (donor reports). He/she contributes to the monthly report of the mission and to any technical report to be transmitted to technical Department.

#### 2. ENSURE THE MANAGEMENT OF PROGRAM TEAM

- ▶ He/She familiarizes himself/herself with the Internal Rules of Procedure of PUI for the mission, and ensures that they are known and respected by the team.
- ▶ He/She ensures in the hiring process of project staff, as well as in any decision related to the termination of employment contracts of local project staff, in coordination with Administrator, the Field Co and with the support of Technical coordinators.
- ▶ He/She assumes or delegates responsibility for the integration of new project-level staff, ensuring the project context, relevant

tools and PUI policies are well understood.

- ▶ He/She supervises and manages directly his/her teams on a day- to day basis.
- ▶ He/She guides the work of the project teams, tracks the realization of their objectives, and leads the mid-term and final staff evaluations.
- ▶ He/She ensures that each person is subject to a written evaluation at least once per contract period and per year, and at a minimum before leaving office.
- ▶ He/She ensures compliance with the Internal Rules of Procedure of PUI on the site and ensures any disciplinary measure in case of non-respect in collaboration with Administrator and Field Coordinator.
- ▶ He/She identifies needs and completes training programs for his/her team members (capacity building, action plan, organizational support, methodology, technical support as the case may be organization of training sessions...).

### **3. ENSURE LOGISTICAL AND ADMINISTRATIVE SUPPORT FOR PROGRAMS**

- ▶ He /She ensures the provision of adequate means necessary to implement properly programs in line with available budgets. He/she takes into account the time and logistical constraints of the mission, as well as the purchasing rules specific to the programs, in order to ensure that his/her requests are realistic in light of procurement timelines. He/She contributes to the analysis of supplier of bids for purchases with highly technical specifications.
- ▶ He/She communicates with the Logistic manager on a weekly basis his/her needs related to vehicles and communication equipment for the implementation of program/s.
- ▶ He/She participates in logistic meetings, to prepare the procurement plan at the beginning of the projects and on a weekly basis to follow the procurement process. He/She ensures that logistical, administrative and financial procedures linked to project implementation are established and alerts his superiors if gaps are observed in order that corrective action may be taken
- ▶ He/she ensures the budget management of the project in accordance to the PUI and donors' guidelines and project workplan
- ▶ He/She participates in budget follow-up meetings, monitors the efficiency in the implementation of the projects (adequacy between means and ressources allocated) and informs this superior in case of gap.
- ▶ He/She ensures that HR documents (attendance sheet, leave request, etc) are communicated to the Administrative Manager on time
- ▶ He/She ensures the administrative (partnerships, HR, authorization letters) aspects of project implementation are followed up by the Field Coordinator, Admin Base or Admin Coordinator where necessary
- ▶ He/She ensures the correct stock management of the project (medical and non- medical one: inventory, cleaning, etc) according to the PUI and donors' rules
- ▶ He/She ensures to request on time the medical needs of the project to the Central Pharmacy members and works closely with them for the drugs management and medical items

### **4. ENSURE THE REPRESENTATION OF PUI TO RELEVANT STAKEHOLDERS**

- ▶ He/She ensures the representation of the project internally and is the spokesperson for the team
- ▶ He/She contributes in relevant meetings in the area of operation, with local authorities, UN or NGO partners.
- ▶ He/She contributes in Ad-hoc meetings according to the various humanitarian issues encountered in the field with the various stakeholders.
- ▶ He/She strengthens links with other humanitarian actors present in the area for a good coordination.
- ▶ In the event of visits from Donors, he/she contributes actively in the preparation and the smooth organization of the visit.

### **5. ENSURE THE SAFETY OF PROPERTY AND PEOPLE**

- ▶ He/She ensures that the safety plan is known by the team falling under his/her responsibility, and that safety rules are respected.
- ▶ He/She manages the security of the team in day to day operations to very security sensitive areas (red zone areas), including using local contacts to get up to date information, planning back up security measures and tracking the team whilst in the field.
- ▶ He/She contributes to data collection on safety issues in his/her field of operations and disseminates them to the Field Coordinator regularly or on an ad-hoc basis if urgent.
- ▶ He/She ensures that members of his/her team and daily paid workers as the case may be, are provided with safety gear adapted to their activities (for example: 1<sup>st</sup> aid kits, PEP kits, gloves...).

### **6. EVALUATION AND DEVELOPMENT**

- ▶ He/She analyzes the humanitarian, political, social and security situation in the area and identifies key trends in collaboration with the Field Coordinator and Technical Coordinators.
- ▶ He/She designs, implements and coordinates assessments as decided in collaboration with the Field Coordinator and with the support of the AMEA Manager.
- ▶ He/she ensures the evaluation of the projects and guarantees the capitalization of the lessons learned in collaboration with the Field Coordinator and relevant technical coordinators
- ▶ In the context of identifying new operations, he/she contributes to the preparation of project proposals He/She participates in the strategy development of the mission.

**Focus on priorities activities related to the context of the mission**

- ▶ Ensure the respect of the standards of procedures (SOPs) by the team regarding the quality of the health care provided and referral pathway in collaboration with the Health coordinator
- ▶ Be proactive in needs' assessment and contribute actively to the development of new action/adaptation of the current activities to answer the needs of IDP, returnees and host community outside camps in Dohuk and Ninewa governorates (including Mosul city)
- ▶ Develop partnership and collaboration with local authorities and actors working in the same area (security access, etc)

## Team management

Number of people to manage and their position (expatriate/local personnel)

- ▶ Direct management : 1 local staff (1 Deputy Project Manager)
- ▶ Indirect management : 33 local staff

## Required Profile

### Required knowledge and skills

	<b>REQUIRED</b>	<b>DESIRABLE</b>
<b>EDUCATION / TRAINING</b>	▶ Health discipline (Public health/ epidemiology paramedics/ nursing / medicine)	▶ Experience in PSS activities ▶ Project Cycle Management
<b>PROFESSIONAL EXPERIENCE</b> ▶ Humanitarian ▶ International	▶ Experience in health service delivery and management ▶ Successful experience in large team management and the management of multisectorial programs ▶ Experience in security management ▶ Experience with coordination and cluster system	▶ Experience in Needs Assessment ▶ Experience in emergency settings ▶ Experience managing projects with refugee/IDP ▶ Experience in the Middle East
<b>KNOWLEDGE AND SKILLS</b>	▶ Excellent writing skills ▶ Knowledge of project management ▶ Team management ▶ Knowledge of Health /MHPSS	▶ Ability to work in unstable circumstances
<b>LANGUAGES</b> ▶ French ▶ English ▶ Arabic	X	X X
<b>SOFTWARE</b> ▶ Pack Office ▶ Google Earth	X	X

### Required Personal Characteristics (fitting into team, suitability for the job and assignment/mission)

- ▶ Leadership skills and an ability to make decisions
- ▶ Ability to show authority, if necessary
- ▶ Analysis (discernment, pragmatism) and synthesis abilities
- ▶ Adaptability
- ▶ Organization, rigor and respect of due dates
- ▶ Great ability to listen and to negotiate
- ▶ Good people person and good communication skills
- ▶ Ability to remain calm and level-headed
- ▶ General ability to resist stress and in unstable circumstances particularly

### Other

- ▶ Ability to implement various intervention strategies based on difficult security, logistics, humanitarian context, and to adapt quickly in response to new constraints (security, logistics)

## Proposed terms

### Status

- ▶ **EMPLOYED** with a Fixed-Term Contract

### Compensation

- ▶ **MONTHLY GROSS INCOME**: from 1 815 up to 2 145 Euros depending on the experience in International Solidarity + 50 Euros per

semester seniority with PUI

## Benefits

- ▶ **COST COVERED:** Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING** in collective accommodation
- ▶ **DAILY LIVING EXPENSES** « Per diem»
- ▶ **BREAK POLICY** : 5 working days at 3 and 9 months + break allowance
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leaves per year + return ticket every 6 months