



MINISTRY OF HEALTH

ZAMBIA COVID-19 EMERGENCY RESPONSE AND HEALTH SYSTEMS PREPAREDNESS PROJECT ID (P174185)

EMPLOYMENT OPPORTUNITY

PROJECT BACKGROUND

The Zambia National Public Health Institute (ZNPHI) was established with a legal mandate to prevent disease transmission, implement surveillance, and prepare to effectively respond to health threats and outbreaks. The World Bank has provided US\$25 million to the Government of Zambia for the COVID-19 Emergency Response and Health Systems Preparedness Project (ZCERHSP). The project will be implemented through the Project Implementation Unit (PIU) housed in the ZNPHI.

The Project Development Objective (PDO) is to prevent, detect and respond to the threat posed by COVID-19 in Zambia and strengthen national public health systems for preparedness.

The Project has three strategic components: (i) Emergency Public Health Response to COVID-19; (ii) Resilient Health Service Delivery; and, (iii) Project Management, Operational Research, and Governance and Accountability. Each component has complementary actions defined under sub-components for each implementing entity.

Applications are invited from suitably qualified and experienced candidates to fill the following positions under the (ZCERHSP).

Social Development Specialist (1 Post)

- a. **Duty Station:** ZNPHI
- b. **Reports to:** ZCERHSP Project Manager and works in liaison with the M&E Officer at the sub-PIU at Ministry of Health.

OBJECTIVES OF THE ASSIGNMENT

The Social Development Specialist will be a part of the Project Implementation Unit (PIU), and will be responsible for screening, and identifying social risks associated with the Project, and for effective implementation of the mitigation and social risk management activities at field and office level. He/She will ensure emphasis on improving health outcomes through addressing individual and group behaviours as well as strengthening the social contexts, systems and processes that underpin health outcomes. In liaison with the Environmental Specialist, the Social Development Specialist will provide technical support to the Clusters at ZNPHI as well as

implementers at Ministry of Health and in the field on social safeguards related issues. The Social Development Specialist will work in liaison with the Social Specialist at the sub-PIU at Ministry of Health.

Main Duties/Accountabilities

SN	Key Result Area	Principal Accountabilities
1.	Policy	<p>Ensure the development/review and update of:</p> <ul style="list-style-type: none"> • Policy documents, strategic plans, guidelines and SOPs to guide implementation of social safeguards for the Project • Social and environmental safeguard instruments of the Project
2.	Planning	<p>Develop, update and implement:</p> <ul style="list-style-type: none"> • annual activity plans and budgets • skills training and capacity development plans
3.	Management	<ul style="list-style-type: none"> • Explicitly ensure that implementing of the Project is in compliance with relevant the Project's social safeguards obligations and ensure compliance during all phases of the Project. • Assist in conducting social assessments for all Project activities, identifying and proposing appropriate mitigation measures to enhance Project outcomes. • Provide advice to clients on social risk management on social risk areas such as labor and working conditions on projects, engagement with project stakeholders, gender-based violence due to project induced labor influx, discrimination and exclusion of vulnerable project beneficiaries etc. • Provide support/advice to the concerned stakeholders in addressing the social risks, and in addition, on any such issues which are likely to create or exacerbate conflict within communities or have significant impacts on the vulnerable at all stages of the implementation of the Project • Provide comprehensive care for SGBV survivors in the Project areas within the overall multisector national programme for SGBV • Enhance capacity of one-stop centres for SGBV in selected health facilities • Provide guidance and counsel on necessary requirements of social compliances and gender within the Project as per World Bank guidelines • Follow up adherence to ESMF and ESCP regarding Sexual Exploitation (SEA), Sexual Harassment (SH), Gender Based Violence (GBV) and be part of

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		<p>community-based training/raising awareness sessions on their prevention.</p> <ul style="list-style-type: none"> • Design a Grievance Redressal System (GRS) and publicise GR procedures among citizens and other stakeholders as part of the ESCP. • Maintain grievance registers. • Work with Grievance Redress Committee levels to adequately address grievances of Project beneficiaries and make proper grievance database to inform reports as per World Bank guidelines and policies
4.	Behavioural Change Communication	<ul style="list-style-type: none"> • Working in liaison with the Communications Specialist and the Mental Health Specialist, contribute substantively to the effective management of the Project's activities in the areas of SGBV and COVID-19 prevention, treatment and vaccination with focus on advocacy and social and behavior change communication. • Guided by evidence and research-based process of using communication to promote behaviour that leads to improvements in health outcomes, design, update, manage, coordinate, implement and monitor communication and outreach initiatives in support Project outcomes.
5.	Capacity building	<ul style="list-style-type: none"> • Develop, organize and deliver, training programs and workshops on social safeguards requirements and their management, grievance redress mechanism, labour management procedure to PIU, Health Care Workers (HCW), contractors, and other stakeholders • Conducting awareness creation and sensitization of the communities on social, equity and gender dimensions of the Project along with suggested safeguards. • Organize social safeguards orientation, awareness and trainings for rehabilitation sites • Strengthening HCW and community based volunteer capacity in the management and referral of SGBV cases • Raising community awareness of SGBV and related services. • Provide capacity in ensuring systems are in place for gender inclusion, prevention or GBV risks, and ensuring appropriate indicators are developed and monitored during project implementation.

SN	Key Result Area	Principal Accountabilities
6.	Supervision	<ul style="list-style-type: none"> Supervise staff in the Health Care Facilities (HCFs) through periodic onsite supervisory and mentorship visits. Carry out site supervisions during implementation of project activities, and provide feedback to the Project Manager. Participate in field visits to vet implementation of systems and procedures as required in the ESCP, SEP and support to GBV-sensitive Grievance Redress Mechanism (GRM). Provide guidance to Clients on development and operationalization of GRMs.
7.	Monitoring and Evaluation	<ul style="list-style-type: none"> Ensure monitoring and evaluation is conducted for all activities planned in the ESMF/ESMP, ESCP, Labour Management Procedure and Stakeholder Engagement Plan. Semi-annual review of complaints received and responses provided in the GR system. Strengthening data collection and information management for SGBV Liaise with Ministry of Gender and other relevant actors to disseminate of information on available SGBV services including use of established response hotlines and community outreach In liaison with the Project M&E Specialist, document lessons and best practices.
8.	Any Other Duties	<ul style="list-style-type: none"> Undertake any other tasks as assigned by the Project Manager

Contract Duration

This is a full time Position for a period of Eighteen (18) Months.

Qualifications

- Grade 12 School certificate or equivalent;
- University degree in Social Work, Sociology, Economics, Development studies, or other applied Social Science or related fields.
- Masters Degree or equivalent in Social Sciences/development studies or other related fields.
- At least ten years' experience in designing and implementing community based prevention, treatment and socio-economic mitigation strategies and interventions.
- Experience in Community outreach, mobilisation and engagement.
- Experience in gender mainstreaming, particularly dealing with sexual and gender based violence and psychosocial support.

- A good understanding of Environmental and Social Management Framework including knowledge of Grievance Redress Mechanism is an added advantage.
- Experience working in the Zambian Health sector will be an added advantage

1. **DEMONSTRABLE SKILLS, COMPETENCIES AND SKILLS**

- a. Good coordination, supervision and mentoring skills
- b. A team player with strong inter-personal skills and the ability to deal with multiple teams located in multiple institutions.
- c. Knowledge in use of computer software packages for word-processing, presentation software, databases, spreadsheets, and the internet.
- d. Excellent communication (both written and oral) and facilitation skills, including participatory methodologies, community engagement and behavioral change communication.
- e. Experience in writing project success stories, lessons learned and best practices.
- f. Willingness to participate in field activities/surveys and extensive travel to remote areas within the Project areas.
- g. Ability to work under tight timelines including ability to follow deadlines, accuracy and attention to detail.
- h. Ability to work under minimum supervision to meet short-term deadlines.

Position: Monitoring and Evaluation Specialist (1 Post)

- a. Duty Station: ZNPHI, Lusaka
- b. Reports to: ZCERHSP Project Manager

Objectives of the Assignment

The M&E Specialist will be responsible for planning, coordination and implementation of all project monitoring and evaluation activities as defined in the project monitoring and evaluation framework and plan under the Zambia COVID-19 Emergency Response and Health Systems Preparedness Project (P174185) and the Additional Financing for the Zambia COVID-19 Emergency Response and Health Systems Preparedness Project (P176400), monitoring and evaluating the COVID-19 emergency activities, COVID-19 vaccine deployment and maintenance of essential health services. S/he will provide support to Project Implementation Unit and coordinate the technical teams and stakeholders assigned to implement the project sub-components of the overall implementation of the M&E related activities and avail timely and relevant information to the ZNPHI and the World Bank. The M&E Specialist working closely with the Project Manager will ensure timely planning of annual work plan and budget (AWPB), implementation and monitoring and evaluation of the project activities and regularly assess the project performance against the PDO and support the follow-through of the results framework.

SCOPE OF WORK, DUTIES AND ACCOUNTABILITIES

- (a) **Development of the Project Monitoring and Evaluation Framework and Plan**
 - Support the development of a project specific monitoring and evaluation framework in consultation relevant implementing departments in MOH and ZNPHI, and other relevant public sector departments including subnational levels and implementing agencies under the project, and relevant stakeholders.

- Based on the M&E framework develop simple and user category wise monitoring format and its guidelines to be used in monitoring process.
- Support implementation the M&E framework, guidelines, and other tools
- Develop process, output, outcome, and impact level indicators for project progress monitoring.
- Identify sources of data, collection methods, and who collects data, how often, cost of collection and who analyses it
- Develop and implement M&E plan effectively and efficiently to ensure regular generation of information related to progress of the project.
- Develop M&E guidelines and provide technical support to project staff on implementing M&E plan and theory of change.
- Prepare annual monitoring and evaluation plan in consistent with M&E Framework
- Promote a results-based approach to monitoring and evaluation, emphasizing results and impacts.
- Provide inputs to the technical team by developing database(s) and providing monitoring data to inform the decisions on performance of activities and future direction to the activities.
- Guide and coordinate the review of the Project results framework including, provide technical advice for the revision of performance indicators, ensure realistic intermediate and end-of-Project targets are defined.

(b) Design and set up a robust project M&E system for tracking regular progress updates and inform to management and the World Bank through formal and informal, quality and adequate project reporting towards achieving the PDO.

The Project M&E system will cover all the work carried out during the life of the project to define, collect, process, analyze, use, and manage data and information as appropriate from various sources including the health management information system, official documents, and health care facilities. Ensure all aspects of the M&E are brought together from the PDO, review of progress of indicators in the Results framework, Baseline assessments to determine baseline indicators not available, Midterm review, and through to the final evaluation of a project. It will be important that from the beginning a theory of change based on the design of the project is developed. The M&E specialist should therefore ensure that:

- Develop an M&E system in close collaboration and communication with the M&E Departments at the Zambia National Public Health Institute, Ministry of Health, project implementation agencies, field staff and other stakeholders.
- Coordinate the planning function of the Project to ensure that planned activities correspond to the desired deliverables in the results framework, are aligned with project M&E framework, there is agreement on annual targets and M&E activities are included and costed
- Based on the AWPB, design the framework for the physical and process monitoring of Project activities
- IT and databases filing systems for data storage and processing.
- Develop learning mechanisms so that project staff and/or beneficiaries can generate, share, and apply lessons from within the project- these can range from simple meetings to more structured review and sensemaking sessions, where different stakeholders come together to make sense of existing information and agree appropriate action.
- Lead the: (i) Baseline survey carried out at (or near) the start of a project to establish a starting point so change can be assessed at a later stage and identify the requirements for collecting baseline data; (ii) Mid-Term Review; and (iii) End Term evaluations including quality assurance processes for data collection to ensure robust data for the project and prepare terms-of-reference for the above three consultancy assignments.
- Support performance reviews in line with the project implementation manual.

(c) Develop Recording and Reporting Forms and Formats for the project

- Develop recording and reporting templates and formats that meet the reporting requirement of project based on the project description and Results Framework and generate these reports based on the agreed reporting schedule needed throughout the course of the project life as approved by the World Bank.
- Tools and methodologies for collecting data - these range from simple tools such as interviews, observation, and photography through to more complex methodologies of data collection and analysis
- Develop a mechanism of how, and to whom, the project will communicate or share information with including formal mechanisms through which M&E findings can be used to influence decision-making.
- Provide support to the routine data collection, analysis, and aggregation of data from district to national level as may be required.
- Liaise with project management to collect and analyze data and to determine progress achieved.

Contract Duration:

This is a full time position for a period of Eighteen (18) Months.

Qualifications and Experience

- Master's degree or equivalent in in social science preferably in development planning, economics, management, epidemiology, project management, or other related field.
- At least five (5) years of experience in monitoring and evaluation and results-based management
- Knowledge and experience in designing M&E systems and conducting evaluations.
- Demonstrable experience in M&E system development and operationalization in a decentralized and community-based set-up.
- Extensive experience in designing and delivering training and capacity building in project/programme M&E systems, including development of training curricula, operational guidelines/manuals, and performance management.
- Ability to plan and conduct structured and supportive field monitoring, including formal partner performance assessments, stakeholder reviews, etc.
- Excellent writing and analytical skill in drafting concept notes including capacity in formulation and production of high-quality written material, including among others research studies, impact assessment reports, stories from the field, research publications including media publications.
- Experience managing Management Information Systems (MIS) is strongly preferred.
- Experience working within the Development agencies or Government system.

REQUIRED COMPETENCES

Project management Competencies

- (a) Demonstrates commitment and dedication towards the Project Development Objective
- (b) Proven organizational and inter-personal skills, and ability to work in a multi-cultural team environment including demonstrable capacity to work with private sector, civil society, media and government sectors on evaluation and monitoring projects/programmes at all levels.
- (c) Ability to work under pressure and according to tight deadlines

- (d) Essential computer skills in particular competency in the use of Windows MS Office programs (Word, Excel, Power Point etc.) and database management.
- (e) Proven ability and expertise in working with statistical and data management software and web-based applications for use in M&E management such as STATA, R, Epi data, SPSS, etc.
- (f) Ability to identify data trends and communicate this information for strategic decision-making in program implementation.
- (g) Experience in establishing and managing robust M&E performance reporting across a diverse range and volume of implementing partners.

Interested candidates should obtain detailed Terms of Reference from this link: <http://znphi.co.zm/> and further information from address below during office hours i.e. 08.00 to 13.00 hours and 14.00 hours to 17.00 hours.

Application letters addressed to the Permanent Secretary (Administration), Ministry of Health, should include certified copies of academic / professional certificates and detailed Curriculum Vitae with three traceable references. Applications must be submitted in hard copy to the address below or deposited in the Tender Box at the Ministry of Health, Ndeke House, Haile Selassie Road, ground floor of Ndeke House by **or before 15th June 2022 before 10:30 hours local time. Envelopes should clearly "indicate the position applied for"** under the Zambia COVID-19 Emergency Response and Health Systems Preparedness Project (P174185).

If submitted in electronic copies, they must be submitted to the email addresses indicated below by the above stated time and date.

Head Procurement and Supplies Unit
For/Permanent Secretary
Ministry of Health

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