



CARIBBEAN PUBLIC HEALTH AGENCY (CARPHA)



JOB DESCRIPTION

PART A

1 Job Identification

Duration:

- ☐ Limited Duration
☐ Fixed Term

Title	Category	Grade	Duty Station
Operations Officer	P	P1	Saint Lucia
First Level Supervision	Head – Environmental Health & Sustainable Development	Second Level Supervision	Assistant Director – Surveillance, Disease Prevention & Control
Signature: ▶ /f/ 	Date: 20/11/2024	Signature: ▶ 	Date: 20/11/2024

2 Objective/Overview of the Programme

CARPHA's mission is to provide strategic direction, in analysing, defining and responding to public health priorities of CARICOM in order to prevent disease, promote health and to respond to public health emergencies. This allows CARPHA to support solidarity in health, as one of the principal pillars of functional cooperation, in the Caribbean Community.

3 Organizational Context *(Job summary, the role of the individual within the team e.g. team member, specialist, advisor, facilitator, coordinator/manager, representative, expert, authority in the field, etc.) available guidelines and degree of independence, nature and purpose of contact within and outside the Organization.*

To provide operational support to the Head – EHSD in accordance with current CARPHA guidelines and procedures through the management and monitoring of essential business management systems of the CARPHA Saint Lucia Campus.

4 Summary of Responsibilities

1. Coordinates daily operations to ensure seamless functioning of the EHSD, Saint Lucia Campus.
2. Acts as a liaison between the EHSD Department and local authorities across various sectors to ensure smooth operations including approvals for clearance of goods.
3. Conducts reviews, identify challenges or risks and provide recommendations to improve efficiency of Campus operations.
4. Assists in the planning and execution of Agency travel, workshops, meetings, conferences, and courtesy visits.
5. Supports the Head - EHSD in the management of Campus finance activities.
6. Supports Corporate Service Division in the execution of corporate-related activities in Saint Lucia and the Eastern Caribbean.
7. In collaboration with the Environmental Health Laboratory Manager, support the CARPHA procurement department in the procurement of goods and services within CARPHA procurement guidelines.
8. Supports CARPHA finance department in the facilitation of tax obligations in Saint Lucia and management of onsite accounting systems.
9. Supports the implementation of the quality management system to enhance operational outputs.
10. Contributes to the operationalisation the Business Continuity Plan in collaboration with Health, Safety & Security Officer at Headquarters.
11. Supports the management of client relationships through the promotion and demonstration of exceptional customer care with all stakeholders.
12. Supports operations of the Laboratory including but not limited to the timely dispatch laboratory certificates of analysis to customers.
13. Perform any other duties as necessary.

Description and Classification approval

Signature
Title


Ad Interim Executive Director - CARPHA

Date November 20, 2024

PART B**KEY BEHAVIOURAL COMPETENCIES****List and describe, in order of priority, essential competencies to perform the job**

5	Leading and Managing Public Health Organizations and Practice	<ol style="list-style-type: none"> 1. Practices good communication internally and externally and actively participates in organizational development. 2. Works as part of a team, supports colleagues in the achievement of the organization objectives. 3. Understands project management techniques and adheres to the Standard Operating principles governing the monitoring of projects. 4. Supports knowledge transfer activities and results-based activities 5. Understands the importance of partnerships such as regional advocacy networks, laboratory networks, and communities of practice with key sectors. 6. Understands the importance of business-process re-engineering for public health, including incorporating mHealth and other health technologies to improve organizational efficiency and public health effectiveness. 7. Practices continuous improvement.
	Communication for Public Health	<ol style="list-style-type: none"> 1. Understands the importance of the role health information plays in the region. 2. Understands the importance that epidemiological evidence plays in supporting the spectrum of public health actors within and among CARPHA member states, and among global actors to strengthen and support local, regional and global responses to public health risks, threats, and events. 3. Supports others in the effective communication with the local, regional and global media, including the use of social media networks.
	Evidence-Based Policy and Planning, Regulation and Control	<ol style="list-style-type: none"> 1. Understands and supports others in producing evidence and its integration into the public health policymaking, towards achieving equity in health and health for all, including vulnerable groups. 2. Understands the role of quantitative and qualitative research methodologies. 3. Understands the need for application of methods such as the Hanlon Method of prioritization. 4. Supports the implementation of health information systems, including critical components such as public health surveillance and control systems to address new, emerging and re-emerging diseases and public threats. 5. Supports others in the application and conduct of health-scenarios planning, including the incorporation of impact assessment of bilateral and multilateral agreements, to public health decision-making. 6. Supports others in the application of strategic planning methods and the development and execution of strategic plans. 7. Supports others in the conduct of impact-evaluation of population-level intervention and health service performance.
	Public Health Emergency Preparedness, Mitigation, and Response	<ol style="list-style-type: none"> 1. Supports responder to public health emergencies, assists in the preparedness of plans, including the use of best-practice tools to conduct hazard and vulnerability assessments, mitigation and continuity of business planning. 2. Provides support during public health emergencies, including to emergency operations centres, incident command and control and emergency management teams. 3. Understands the importance of multisectoral response to public health emergencies, including coordination with regional and international aid agencies for resource mobilisation.
	Caribbean Context and Small-Island Developing States	<ol style="list-style-type: none"> 1. Supports others in the implementation of population-based, health security interventions reflective of public health considerations of small-island developing states (SIDS). 2. Understands the importance of best-practice interventions targeting the social determinants of health in the Caribbean context. 3. Supports others in the implementation of cultural approaches to f public health in the Caribbean.
	Health Economics and Public Health Financing	<ol style="list-style-type: none"> 1. Supports others in the development of programmatic and organizational budgets. 2. Ensures adherence to programmes within current and forecasted budget constraints. 3. Practices cost-effectiveness, cost benefit, and cost-utility in day to day operations. 4. Understands the importance of mobilizing funds from international and global health programs, and mobilisation of funds through novel financing mechanisms such as social/health impact bonds to improve public health.

6	Technical Expertise <i>(List and describe, in order of priority, the abilities required to perform the job).</i>
	<p>Ability to effectively promote and articulate the Agency's role, function, programmes and initiatives in regional and international circles through the consistent application of communication policies and strategies.</p> <p>Skills in supervisory management.</p> <p>Ability to write/originate correspondence and reports.</p> <p>Proficiency in Microsoft Applications e.g. Word, Excel, PowerPoint.</p> <p>Ability to manage administrative processes.</p> <p>Ability to work well with persons of all nationalities and orientations.</p>
7	Education (Qualifications)
	University degree in social sciences, planning, management, operations or business. Training in finance would be an asset.
8	Experience
	Minimum of 2 years of related experience. Experience in an international or regional organisation would be as asset.
9	Languages
	Excellent knowledge of English. Working knowledge of French is desirable.
10	IT Skills
	<p>Demonstrated ability to effectively use a computer and utilize software programmes such as Microsoft Office applications.</p> <p>Demonstrated ability to manage the use of web conferencing platforms such as Zoom, Microsoft Teams, Webex, GoTo Meetings etc.</p>