



JOB CODE: 0126

JOB DESCRIPTION

DATE:

Job Title	Programme Officer Monitoring and Evaluation
Institution	West African Health Organisation
Duty Station	Bobo-Dioulasso, Burkina Faso
Salary in United Dollars	44,965.64/52,379.70
Grade	P4
Number of Posts	1
Division	Directorate General
Supervisor	Director General
Supervises	N/A

Summary of Post:

Under the supervision of the Director General, the incumbent shall develop medium and long-term strategies on Monitoring and Evaluation and impact assessment plans, with measurable indicators for each of the programmes and the organisation's strategic plan. He shall develop concrete milestones to show the progress of each programme.

ROLE & RESPONSIBILITIES

1. Design and put in place a monitoring and evaluation system for WAHO.
2. Develop a catalogue of SMART indicators for the Institution.
3. Provide technical support to programme staff to develop appropriate indicators relating to their activities.
4. Design and put in place an impact assessment mechanism.
5. Provide Monitoring and Evaluation reports regularly.
6. Promote the culture of monitoring and evaluation of the health systems of Member States.
7. Provide scientific impact assessment reports with recommendations on how to consolidate best practices from lessons learnt.
8. Provide technical advice to programme staff on projects that might not meet their objectives within the set time frame.
9. Produce evidence-based reports to ensure informed decision making for an effective management of WAHO's activities.
10. Collect, analyse and centralize information pertaining to WAHO's activities and programmes.
11. Provide quarterly M&E reports for inclusion in WAHO's annual report.
12. Work in collaboration with the Health Information Unit on issues related to the production of health information reports.
13. Evaluate the impact of health information to the consumers.
14. Conduct surveys on the impact of WAHO's programmes.
15. Perform any other official tasks as may be assigned by the supervisor.

ACADEMIC QUALIFICATIONS AND EXPERIENCE

Qualifications:

- Bachelor's degree or equivalent in business or public administration, management, statistics, economics, political science or other social sciences from a recognized university.
- Possession of a post-graduate degree in Monitoring and Evaluation/Impact Assessment, Project Management or any of the above will be an advantage.



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Experience:

- 7 years of professional experience in the relevant field.
- knowledge of ECOWAS as a whole and the role of the institutions of the ECOWAS Community.
- professional technical knowledge/expertise in decisions monitoring, coordination, collect and data analysis.
- proven knowledge of information and public relations.

ECOWAS KEY COMPETENCIES

LEADERSHIP

- ability to get groups to work together cooperatively, by enlisting active involvement, creating a climate for respect and openness, and applying effective techniques for group facilitation, explore their potentials, motivate and guide them.
- organize and lead cross-divisional work group in developing creative solutions to address problems and or lead a small group of entry level professionals and administrative support staff.
- ability to respect chain of command in an appropriate manner.
- develop on—the-job training techniques paired with excellent coaching and mentoring skills; knowledge of new staff orientation approaches to facilitate understanding of the position and organization.
- ability to assign work to direct reports and provide timely and consistent feedback regarding technical proficiency and effectiveness.
- ability to represent the organization effectively before external parties.

CLIENT SERVICE ORIENTATION

- ability to consider the impact of a shift in programmatic direction to the needs of internal and external stakeholders.
- ability to promote and consider staff feedback to streamline processes in order to meet deadlines of relevance to client expectations.
- ability to consistently maintain composure and direction in high- pressure situations.
- develop problem solving, mediation and conflict resolution skills to address discrepancies, complaints, bottle necks, time constraints affecting quality and quantity of client services.
- ability to anticipate growing client needs and expectations to continuously improve quality, timelines, service delivery and addressing client questions in a timely manner.
- ability to communicate openly with clients, keeping them informed of progress and issues requiring attention/resolutions.

MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to implement programmatic changes in a manner that ensures a biased-free work environment, fair and equitable application to new rules/regulations.
- Experience and ability to adhere to policies, goals, objectives, and principles of valuing diversity in performing everyday duties and responsibilities; promoting/modeling behaviors that demonstrate tolerance and understanding of various cultures.
- Ability to remain objective in managing conflict regardless of cultural differences /positions, gender differences, and encourage other staff to overcome cultural and gender bias and differences.
- Ability to build value from leveraging diverse capabilities and inputs from various cultures, staff and clients.



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- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Ability to create a diverse and inclusive interactive environment that benefits from diverse strengths bringing together innovative practices.
- Ability to seek out best practices to make organizational decisions of relevance to diversity management, ensuring that project and program activities identify vulnerable areas and contain systemic checks.

KNOWLEDGE OF ECOWAS

- knowledge of ECOWAS institutions and how the different organs relate to each other, particularly as it relates to own work sector/programs.
- knowledge of approaches to policy and program development of an international organization as well as project management.
- knowledge of the rules, processes and procedures of an international organization, of pertinence to tasks related to own position.
- knowledge of member states development trends, indicators, challenges and opportunities as it relates to project/programme assigned to own position.

ANALYTICAL AND CRITICAL THINKING

- creativity and flexibility to deviate from traditional methods in developing new procedures, processes and tools, using technology to simplify methods and approaches whenever possible.
- ability to reevaluate current procedures and suggest improvements to ensure an effective, streamlined process.
- ability to gather and summarize information to predict stakeholder views on a new policy/programme; and excellent analytical skills to assess external policies and trends when reviewing policy/programme options, pros, cons and recommendations.
- ability to synthesize complex information gathered from a variety of external and internal sources and disseminate it to others in a logical manner.
- ability to apply appropriate methodology to discover or identify policy issues and resource concerns.

COMMUNICATION

- Ability to evaluate, incorporate, and communicate the latest developments in specialty area using institution/agency guidelines and criteria.
- Develop interpersonal, negotiation, networking and presentation skills with proven abilities to influence, explain complex information and demonstrate empathy and open-mindedness.
- Ability to demonstrate operational proficiency in the use of computer in communicating using technology tools.
- Ability to convey information clearly and concisely in a succinct and organized manner through both written and verbal expressions.
- Exhibit active listening skills to encourage stronger communication amongst team members, to show care and make them feel valued and to drive employee engagement in all institutions and agencies.
- Proficiency in information communication technologies (ICT).
- Fluency in oral and written expressions in one of the official languages of the community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.



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PLANNING AND IMPLEMENTATION

- knowledge of internal planning cycles and ability to contribute to the development and to implement Community-wide or institution policy by determining target audience, building coalitions with the appropriate population, and monitor progress.
- ability to consider external circumstances, factors and trends when organizing project activities to ensure the best outcomes.
- ability to review process outcomes, correspondence, reports, and policy documents to develop achievable plans.
- ability to conduct meetings with staff, stakeholders, colleagues and others to ascertain organizational program and/or project needs, making adjustments to plans and activities accordingly.
- ability to adjust project plans based on input from staff and stakeholders and/or ability to design and implement guidelines, tools and templates to accommodate new or revised programmes and services.