

## Vacancy

### Health Information System (HIS) Deployment Officer

#### **General introduction**

Médecins Sans Frontières – Ärzte ohne Grenzen e.V. (MSF-Germany) is the German section of the international medical aid organisation Médecins Sans Frontières which focuses on medical humanitarian aid in crisis situations worldwide. MSF was awarded the Nobel Peace Prize in 1999. MSF-Germany supports MSF's global field operations through recruitment of field personnel, raising awareness about humanitarian issues and fundraising. MSF-Germany is one of 21 MSF sections and is part of the Operational Centre Amsterdam (OCA), through which the majority of German field personnel and funds are channelled. Within OCA, MSF-Germany directly manages field projects in nine countries.

#### **Background**

OCA is introducing a new Health Information System (HIS). This is a multi-year project aiming to upgrade the existing Excel-based system used in OCA's portfolio of missions. The HIS project is run from the Manson Unit, based in MSF-UK and part of OCA's Public Health Department. The Manson Unit provides strategic medical and technical support to OCA programs.

The HIS project will improve our medical impact through more timely and effective use of data to inform programmatic decisions and patient care. The upgraded HIS will use a server-based architecture consisting of central server instances functioning as a data repository, as well as local servers in our field projects located in more than 30 countries. The main platforms used are DHIS2 as the main HIS platform and an EMR (Electronic Medical Records), based on openMRS.

The project uses agile development methodology and is split in two parts, which will deliver functional products to the organisation. The software development phase for the main HIS (DHIS2) started in November 2015, and is now in roll-out phase until the end of 2019. The development for the EMR will commence in Q3 2018.

#### **I. Terms of Reference**

<b>Position:</b>	Health Information System (HIS) Deployment Officer
<b>Job location:</b>	At the country of residence of the applicant with regular travel to the OCA missions (70-80%)
<b>Job dimension:</b>	100% (40 hours per week)
<b>Start:</b>	<b>ASAP</b>
<b>Duration:</b>	Fixed Term Contract of 12 months with possibility of extension
<b>Deadline:</b>	<b>31<sup>st</sup> October 2018</b>

#### **Place within the organisation**

The HIS team is currently composed of 6 administration and support positions in HQ as well as 5 deployment officers. We are looking to expand the deployment team by one additional person. Currently the team members are located in the Amsterdam, Berlin and London offices.

#### **Overall objective of the position**

The post holder(s) will implement the HIS across OCA missions. This will happen through deployment visits at each mission coordination and field project locations. The estimated time per mission is 4-12 weeks, depending on the size and will be conducted by 2 Deployment

Officers (one pair). The Deployment Officers will receive preparatory training and will be supported during the deployments by the HIS team in HQ. The time spent in OCA missions is expected to be 70–80%. When not in the field, the deployment officers will be working from their home location (country of residence) and will be travelling sporadically to one of the MSF OCA office locations (Amsterdam, Berlin or London) for training and team meetings as required.

## **II. Tasks**

- Together with the rest of the HIS team, analyse the mission-specific information and customise the deployment approach accordingly.
- Work closely with your Co-Deployment Officer to deliver staff training on:
  - medical data (definitions, use etc)
  - how to use the new HIS software platform
  - data protection best practice and at mission coordination and project locations
- Conduct medical data flow mapping at each project site (from data collection to reporting), looking at types of data collected, sites, people involved and aspects such as data protection, filing etc.
- Connect the HIS servers to the existing IT infrastructure.
- Ensure user experience is captured.
- Evaluate this user experience of the HIS and the deployment methodology using a predefined evaluation toolkit.
- Build close working relationships with the other Deployment Officers, and wider HIS team.
- Ensure that the Deployment Manager is kept informed of any mission issues and concerns.
- Provide comprehensive feedback through a deployment report for each mission.
- Support the close working of the HIS team.
- Represent the HIS team and OCA PHD professionally at all times.

This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation. This job description does not form part of the contract of employment.

## **III. Profile**

Given the broad range of the tasks involved for a successful deployment of the HIS, we are looking at people who combine the skills mentioned below

### **Required:**

- Degree in health related professions (clinical, medical informatics or epidemiology), with profound understanding of medical data
- Basic knowledge of IT networking and NAS (Network Attached Storage devices)
- Ability to communicate and troubleshoot basic IT related issues with guidance from the IT support team
- Ability to train IT officers in the field on basic setup and maintenance tasks, based on existing training material
- Demonstrable experience in conducting training for a very diverse target group
- Previous field experience with MSF or equivalent
- Interpersonal skills that enable you to work with and motivate people at all levels
- Written and spoken communication skills that allow you to inform and advise others clearly
- Problem-solving and negotiation and influencing skills
- Initiative and the ability to offer new ideas
- Organisational and planning skills to manage your time and to meet deadlines and objectives
- Good time-keeping skills to enable you to effectively manage training schedules
- Personal commitment to improving your own knowledge and skills
- Willing to travel abroad and spend considerable time in the field projects in potential insecure settings

- Fluent in English and French, written and spoken

**Preferred:**

- Experience in using the Excel-based HIS system currently in use at MSF OCA missions
- Previous experience with the DHIS2 and openMRS platforms
- Skills in Arabic or Spanish

**We are offering**

- A professional working environment in an international organisation.
- A contract for 12 months based on a full-time appointment (40h/week).
- Salary will depend on two main factors: domicile and previous experience. The candidate's domicile will determine which MSF section will act as employer. A German gross monthly salary will be between € 2,967 and € 3,753 depending on professional experience.

**Information and application**

We will be reviewing applications as they come in. The closing date for this post may be brought forward or extended depending on the volume and strength of applications, due to which we advise that you hand in your application early. Only shortlisted candidates will be contacted.

For an informal discussion about the role, please contact Mike Phillips on [mike.phillips@amsterdam.msf.org](mailto:mike.phillips@amsterdam.msf.org)

Please note that we don't cover the travel expenses for a first round interview in Berlin.

Please submit your complete written application in English (incl. letter of motivation, CV and certificates) by E-Mail and integrate all documents in 1 file (pdf welcome).

The deadline for applications is **31<sup>st</sup> October 2018 at midnight.**

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