APPLICATION INFORMATION PACK

JOB TITLE:	ehealth Medical Content Advisor (Maternity Cover)
DEPARTMENT:	Manson Unit
HOURS:	Full-time, 37.5 hours per week (Mon-Fri)
LENGTH OF CONTRACT:	6 Months Fixed Term Contract
LOCATION:	London / MSF Contracting Office
REPORTS TO (JOB TITLE):	eHealth Team Lead
SALARY:	£49,121 per annum

OVERVIEW OF DEPARTMENT

The Public Health Department (PHD) of MSF's Operational Centre Amsterdam (OCA) supports the overall purpose of MSF, providing medical and public health leadership for the organisation. The department is responsible for providing strategic direction and integrated advice on medical and public health issues to the field and headquarters.

The Manson Unit (MU) is a multi-disciplinary medical team within MSF UK and is the London based part of the Public Health Department. We aim to improve the quality of MSF's medical programmes worldwide, so the best possible care is delivered to our patients.

The eHealth Medical Content Advisor is a member of the eHealth team within the Manson Unit. The key purpose of this team is to ensure eHealth solutions are integrated and managed correctly and in a sustainable way across OCA. The team is responsible for:

- overall ownership and management of digital health tools including the Health Information (DHIS2) and Electronic Medical Records (EMR) systems, as the core health data systems of OCA

- ownership of the data model (content structure of the core health data systems); custodian of all the data collected therein (e.g. individual patient data, facility based aggregate data, community data etc.) oversight of all eHealth related requests for OCA

- ensuring that the health data protection policy principles and General Data Protection Regulation (GDPR) compliance are applied within the portfolio of eHealth solutions including the processes around them

- representing OCA in eHealth related intersectional work, including exploring mutualisation opportunities of work and resources.

JOB PURPOSE

The eHealth Medical Content Advisor holds overall responsibility and ownership of the medical data model in the software platforms comprising the Health Information System (HIS) for OCA. The postholder plays an active role in ongoing development and improvement of the HIS in alignment with the development of the OCA Public Health Department's strategy for other heath data tools and activities.

DIMENSIONS

- Ensures the integrity and maintains the documentation of the HIS data model.

- Functional supervision of the eHealth Data Support Officer, including conducting annual performance appraisals and objective setting in collaboration with line management.

- Manage the financial resources of the area of work managing expenditure to obtain best value for money for MSF UK/IE and in accordance with MSF's financial policies and procedures.

ORGANISATIONAL STRUCTURE

- eHealth Team

- MU Team

- OCA PHD Advisors

- OCA PHD Emergency Desk

- OCA eHealth Steering Committee

- OCA eHealth Technical Working Group

- OCA Project Management Office

- Field team end users

- Intersectional eHealth team members

- eHealth IT suppliers

CONTEXT

The eHealth Medical Content Advisor is key to the successful maintenance and development of OCA's eHealth systems. This post-holder needs to:

- ensure active engagement with the medical experts within OCA PHD regarding the structure and content of the data model (individual medical indicators, data collection forms etc.)
- provide feedback on eHealth training modules, and to content-related queries from the eHealth Mobile Implementation Officers, headquarter advisors, and field projects.
- liaise with team members on blocker bugs found in the DHIS2 during internal testing.
- provide feedback on HIS related content in specialist guideline updates.
- maintain thorough communication with PHD team on updates of the HIS systems.
- channel PHD queries and requests to HIS towards eHealth Team Lead and other subject matter experts when required.

- contribute to the MSF intersectional HIS platform for information exchange as well as alignment of the data model's structure and harmonisation of content where applicable.
- participate in eHealth Technical Working Group and relevant intersectional HIS-content related meetings.

ACCOUNTABILITIES	**KEY PERFORMANCE INDICATORS**
• Support HIS content updates, corrections or change requests based on expert feedback and defined Standard Operating Procedures (SOPs) and according to a versioning system.	• Specified content changes in DHIS2 are clearly defined, documented, appropriately configured, tested, and widely communicated to the relevant DHIS2 users in line with metadata update timelines throughout Q4/ start of Q1.
• Ensure the content is clearly defined, advise on request appropriateness and feasibility within the context of the full medical content requirements and propose best integration options.	• Tasks to progress eHealth Team projects (e.g. eDesk solution) are delivered on in line with team workplan.
• Maintain project-specific metadata model with changes in project activities.	• eHealth Data Support Officer feels supported.
• Support the delivery of the system upgrades within the defined timelines.	• DHIS2 software upgrade testing and planning incorporates input and support from eHealth Medical Content Advisor.
• Take responsibility for delivering key objectives involving team members from across departments or external organisations as required.	• End-user support and training delivered.
• Provide end-user support and training on how the content is configured and how to make optimal use of the available content that should inform their operational role.	• Relevant team members trained.
• Train relevant team members on standard content as well as configuration of project-specific content. Provide end-users and team members as much as possible, links of content to SOPs, expert feedback and justification for inclusion or exclusion of elements in the HIS.	• Worked closely eHealth Training Officer to ensure training material is relevant.
• Ensure content-related standard learning materials are incorporated into a long-term learning strategy by working with the team's eHealth Training Officer.	

CHALLENGE & CREATIVITY / DECISION-MAKING

- Striking a balance between meeting context-specific data collection needs and maintaining standard data collection tools for optimal use across the OCA portfolio.

- Managing expectations regarding timelines and technical feasibility of new tool development.

- Effective collaboration dispersed team members spread out across multiple time zones.

KNOWLEDGE, SKILLS & EXPERIENCE

- Degree in epidemiology, public health, health informatics or a medical/paramedical profession.
- Previous experience with DHIS2.
- Demonstrable experience in managing and analysing medical data (public health data, electronic medical records or similar) in medical databases / data warehouses.
- Strong team-working skills and experience, particularly in a matrix management environment.
- Excellent support skills, for aiding non-expert users with complex content.
- An understanding and knowledge of medical issues and challenges in humanitarian contexts.
- Strong analytical and problem-solving skills.
- Excellent communication and organisational skills.
- Fluent in English, written and spoken.
- Experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

COMPETENCIES

- Ability to work supportively and effectively within and across teams and build good working relationships.

- Ability to transfer knowledge effectively and train users on new systems.

- Ability to communicate clearly on technical topics with non-technical audience.

- Ability to work independently with minimal supervision while exercising good judgment and using own initiative.

- Ability to plan and manage own workload while against short deadlines.

- Commitment to the aims and values to Médecins Sans Frontières

- Willing to travel abroad and spend time in MSF field projects, when required.

ADDITONAL INFORMATION

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our Equality & Diversity policy for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work

If you are not sure about your right to work status in the UK and/or would like to discuss this, please contact recruitment.UK@london.msf.org

If candidates wish to work from a location outside of UK, they must have the right to work in the country they wish to be based in and this will also be dependent on whether the position can be hosted from the MSF HQ office of that country.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 30 July 2023, 11:59pm (BST)**
- **Interviews: Early August 2023**

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

For further information about the role please contact David.Curtis@london.msf.org.

Interviews will be held on a rolling basis. Please apply as soon as possible as we reserve the right to close the application early if we find a suitable candidate.

We look forward to receiving your application!