

## JOB DESCRIPTION

<b>TITLE:</b>	Field Workers/CHWs Supervisor
<b>PROJECT:</b>	AgRDT Scale-up in Namibia
<b>DONOR:</b>	Foundation for Innovative New Diagnostics (FIND)
<b>LENGTH OF CONTRACT:</b>	Fixed term up to 31 August 2022
<b>DUTY STATION:</b>	Windhoek
<b>REPORTING:</b>	To the Project Coordinator
<b>KEY REALIONS:</b>	National Public Health Emergency Operation Centre (NPHEOC)
<b>BENEFITS:</b>	NAD 144,612 per annum before deductions

## INTRODUCTION

With support from FIND, Health Poverty Action's 'AgRDT Scale-up project' will speed up the process of access and use of antigen detection rapid diagnostic tests (Ag RDT) in 8 countries in Asia and Africa. This project aims to address the policies and market constraints that limit the utilization of COVID-19 diagnostic tests by increasing access and awareness of their appropriateness in clinical and non-clinical settings. This project will assist national and sub-national health authorities to scale up testing for COVID-19 using Ag RDT. In collaboration with the Ministry, this project will integrate Ag RDT testing into our existing health services programs, train health workers and other personnel to use Ag RDT for COVID-19 screening and testing, both in clinical and non-clinical settings.

## POSITION SUMMARY

The Field Worker/Community Health Worker Supervisor will provide, through the coordination of the Project Coordinator, support to the National Public Health Emergency Operation Centre (NPHEOC) of MoHSS in scaling up community based testing of COVID-19. We are looking for a non-licensed public health professional who has strong project and networking skills. The Field Worker/Community Health Worker Supervisor will support Community Health Workers (CHWs) and their training to ensure they can effectively test individuals who may have been exposed to COVID-19. You will be responsible for reaching out to people (contacts) who have been exposed to COVID-19 and providing AgRDT testing. Dialogue with contacts will be guided by standard Namibia-MOHSS protocols to obtain relevant health information, provide instructions for self-quarantine, and make appropriate referrals to testing, clinical services, and other essential support services. This position will require prompt action, and attention to detail in documentation and data management to record test results and important demographic information in order to understand the prevalence of COVID-19 in particular population groups. Contract tracers (CHWs) and their Supervisors are required to follow all designated scripts and comply with policies and procedures provided by the NPHEOC regarding confidentiality and data security for the handling of sensitive client information and protected health information.

## ESSENTIAL FUNCTIONS

- Initiate prompt communication with key contacts exposed to COVID-19 (contacts) through text, phone calls, email, and other communication platforms as necessary.
- Collect and record data from test results and from on the key contacts (including demographic information, underlying medical conditions, and other risk factors).

- Provide approved information and guidance to key contacts on quarantine procedures and what to do if symptoms develop.
- Coordinate referrals for key contacts exposed to COVID-19 for testing, healthcare, and other supportive services, as needed, as per local protocols.
- Using a device and database system, input data into the health department data/surveillance systems while adhering to protocols for completeness, timeliness, and frequency.
- Inform the NPHEOC and the Project Coordinator when attempts to communicate with a contact are unsuccessful. Elevate complex situations to the Project Coordinator and NPHEOC for further guidance.
- Participate in trainings, regular program meetings and quality monitoring improvement activities in order to ensure and enhance the quality of contact notification activities and program outcomes.
- Maintain patient confidentiality and ensure that all information is collected in accordance with local data privacy and confidentiality standards.
- Work with colleagues to collect and analyse data for donor reports on a quarterly basis.
- Contribute towards the development of narrative reports.
- Support CHWs and respond to any concerns and feedback in a timely manner. Raise concerns and feedback to the Project Coordinator to ensure effective programme delivery.

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

The position will require daily use of a computer, telephone or cell phone, and access to a secure internet connection. The position may require both onsite and telework activities, while complying with all requirements for client confidentiality, records, and data security. The position may require working non-standard hours (i.e., evenings, weekends). The position may require some travel and occasional participation in off-site functions.

### **PERSON SPECIFICATION**

#### **Essential**

- Strong verbal and written communication skills, including active listening, emotional intelligence and an ability to forge strong partnerships.
- Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions.
- Ability to read and write in English.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency with use of computers (desktop, laptop, tablet).
- Proficiency with use of mobile devices (smartphones, mobile apps) and data management tools.
- Pass marks in Grade 12.
- A demonstrable ability to organize and prioritize workload.

#### **Desirable**

- Experience conducting telephone-based or in-person interviews
- Proficient in data collection and data entry.
- Experience working for a not-for-profit organization.
- Project management experience.
- Experience with health education, community outreach, linkage to care, social services, or other public health services.

## **TERMS AND CONDITIONS**

### **Hours**

- Full-time – 35 hours per week

### **Location**

- Currently, the arrangement for this post will be in Windhoek.

### **Safeguarding and diversity**

- This position may involve travel to programme locations and therefore you may come into contact with vulnerable children and adults.
- Health Poverty Action recognises that all adults and children have equal rights to protection from abuse and exploitation. Health Poverty Action condemns exploitation and inappropriate behavior, and is committed to taking action for the protection of programme participants. You will be asked to work in accordance to our safeguarding policies and Code of Conduct to ensure the safety of all our staff and project participants at all times.
- At Health Poverty Action we celebrate diversity and promote equality and inclusion amongst all of our staff and everyone we work with. Thank you for considering working with Health Poverty Action.