1. **Area of expertise:**
   Consultant - Global learning on maintaining essential health services in the COVID-19 context

2. **Purpose of consultancy**
   The purposes of this consultancy is to support work that is necessary to maintain and expand the COVID-19: Health Services Learning Hub (HLH), a WHO knowledge platform to aid cross country learning on maintaining essential health services during the COVID-19 pandemic.

3. **Background**
   Over the past 2 years, the COVID-19 pandemic has challenged health services globally, Countries were faced with critical challenges to respond directly to the COVID-19 pandemic, while simultaneously maintaining the delivery of quality essential health services. Now, many countries are beginning to enter a phase of recovery and are looking to continue a focus on cross-country learning.

   The Department of Integrated Health Services (IHS) works with Member States and key global stakeholders to strengthen health service delivery. The department has been responsible for efforts to support the maintenance of essential health services during the COVID-19 pandemic. The work contributes to GPW13 outcome 1.1 (Improved access to quality essential health services) and specifically output 1.1.1.

   The COVID-19 Health Services Learning Hub (HLH) is a dynamic web platform to aid cross country learning on maintaining essential health services during the pandemic. The key aim of the HLH is to use activated learning to support Member States in maintaining essential health services. The HLH supports implementation of WHO’s operational guidance on maintaining essential health services. Development of the HLH has been driven by Member State requests for a mechanism to capture real time learning in the context of EHS, including innovative approaches and common challenges.

   The HLH architecture comprises of the following components.

   - **Action briefs** – snapshots of innovative approaches to maintaining EHS
   - **Learning briefs** – synthesis documents on key learning themes
   - **Knowledge hub** – curated feed of up to date information on maintaining EHS
   - **Learning laboratories** – virtual communities of practice on key topics related to maintaining EHS
   - **Networks of Networks** – multistakeholder convening of organisations and technical partners

   While HLH has had a focus on maintaining EHS during the pandemic, in response to the evolution of the pandemic, the scope of HLH is being adjusted to aid health services strengthening during the transition to the post-pandemic recovery phase.
4. **Deliverables**

The consultant will conduct technical work in a range of inter-related areas of the WHO COVID-19 Health Services Learning Hub based on the background described above to develop the following deliverables. This will require strong tracking of the inter-dependent areas of HLH work as described in the background.

**Deliverable: HLH knowledge products package**

The knowledge products package includes action/learning briefs, products for the knowledge hub and a monthly newsletter. This package will be delivered bimonthly (every 2 months). The tasks that will need to be completed are listed below.

1.1: Contribute to the development of action and learning briefs
1.2: Prepare the final format of action and learning briefs for web upload
1.4: Prepare content for Global Learning Laboratory section of the HLH platform
1.5: Prepare content for HLH knowledge hub
1.6: Prepare draft of HLH monthly newsletter
1.7: Prepare presentations on the HLH knowledge products

Delivery: August 31, 2022
Delivery: October 30, 2022
Delivery: December 31, 2022
Delivery: February 28, 2023

**Deliverable: Update Report - HLH online platform**

This report will include a status update on the HLH online platform. This update report will be delivered bimonthly (every 2 months). The tasks that will need to be completed are listed below.

2.1: Maintain and update the content of the HLH online platform using SiteFinity
2.2: Contribute to the development of new functions of HLH online platform
2.3: Communicate with HLH network of network partners to streamline contributions to the platform
2.4: Develop web content for the interface between HLH and Quality of Care web site

Delivery: July 31st 2022
Delivery: September 30, 2022
Delivery: November 30, 2022
Delivery: January 31, 2023
Delivery: March 31, 2023

5. **Qualifications, experience, skills and languages**

**Educational Qualifications:**

Essential: First level university degree in Business Administration, Arts and Humanities or other related field.
Desirable: Masters degree in Business Administration, Arts and Humanities or other related field. Additional training in knowledge management.

**Experience**

Essential: A minimum of two years of experience in learning initiatives related to public health programmes and providing technical support on programmatic issues.

Desirable: Work within the global learning environment in relation to health services in the context of the COVID-19 pandemic.

**Skills/Knowledge:**

Strong technical skills in knowledge management and in learning systems. Knowledge and skills in the maintenance of health service delivery in public health emergencies. Strong skills in writing and literature/evidence scans and searches. Excellent oral communication and negotiation skills. Knowledge skills in building partnerships and coordination across diverse locations. Strong computer skills in office applications including excel, PowerPoint, and Word. Strong skills in communications (incl. social media) and website design.

**Languages and level required (Basic/Intermediate/Expert):**

English (Read - Write - Speak / Expert)
Other UN languages an asset

6. **Location**
*(Please specify where the consultant is expected to work)*

On site: ___________(please indicate office and duty station)
Off site: ______✓______(please indicate location/address).

7. **Travel**

Occasional travel to Geneva or other locations for meetings/workshops and country technical assistance may be required subject to agreement with the Unit Head QOC.

Proposals should be submitted to WHO in writing no later than 29 April 2022 by email at the following address: bagherinejads@who.int

Simultaneously with submitting a proposal, please enter or update (as appropriate) your details in the Personal History Form in the WHO eRecruit system: http://www.who.int/employment/en/

We look forward to receiving your response.