



JOB ANNOUNCEMENT

Hotline Officer

Health Alliance International - Timor-Leste

- Position:** Hotline Officer
Reports to: mHealth Coordinator
Location: Dili with limited travel to the municipalities
Duration: Fixed term 6 months, with possibility of extension
Start Date: as soon as possible.

Health Alliance International (HAI) is an international non-government organization, which has been working with the government of Timor-Leste since 1999, to implement programs to support health service strengthening, especially in the area of maternal and newborn care. The overarching goal of HAI's programs is to improve health and reduce mortality and morbidity for mothers and their infants in Timor-Leste, thus contributing to the Timor-Leste national health goals. HAI supports a variety of activities in the municipalities of Liquica, Aileu, Manufahi, Ainaro, Dili, Ermera, Baucau, Manatuto, Viqueque and Covalima.

HAI is anticipating the recruitment of a Timor Leste National, pending funding approval, for the position of Hotline Officer who will work closely with HAI staff to assist and provide support to a network of health providers who are part of the Liga Inan Program, in order to bring about better health outcomes for pregnant women and their newborns. This activity will include providing telephone based support for training, troubleshooting, and other technical support to the health provider in enrolling women into the Liga Inan system, and collecting data to support the Monitoring and Evaluation of the program.

Specific Responsibilities:

- Provide ongoing user hotline phone support to all health providers which are part of the Liga Inan Program to ensure that health providers are actively implementing all the functions and elements of the Liga Inan program to a high level of quality and effectiveness.
- Monitor the Liga Inan dashboard to ensure quality of messages sent from health staff to mother.
- Provide positive reinforcement and constructive feedback to motivate the Liga Inan health provider network.
- Conduct follow up phone call to mothers after three months of Liga Inan implementation based on guidance from the mHealth Coordinator.
- Conduct operational research related to Liga Inan over the phone as directed by the Program Director.
- Use the issue tracker system to identify areas of performance or quality which need further follow-up with health providers. Also use the tracking system to identify possible technical issues which need resolution with the technical team.
- Assist with the setup of mobile phones for Liga Inan health providers/facilities.

- Maintain strong communication with Program Director, mHealth Coordinator, Liga Inan Regional Coordinator, Communication Coordinator and Monitoring evaluation team
- Participate in team meetings as required
- Under the direction of the Communication Coordinator assist with managing HAI's promotional social media activities (ie HAI Facebook and Rede Liga Inan Facebook).
- Depending on level of English skills support the Senior Administration Manager with translation needed.
- Assume other responsibilities depending on capacities and needs of the program.

Required qualifications and competencies

- Qualifications and experience in a relevant area of maternal and child health, or health promotion or evidence of experience in providing customer services through phone line user support.
- Good computer skills including Word and Excel.
- Strong interpersonal communication skills and good phone communication style.
- Able to work independently and in a team
- Self-motivated learner
- Fluency in Tetun and preferably other local languages

Desirable

- Skills in mobile phones including understanding how to setup phones and navigate mobile phone problems
- Experience in social media (eg Facebook), media communication, and/or health education materials.
- Intermediate level of English
- Willingness to travel from Dili to municipalities if required.

This position is a designated for a Timor Leste National, the deadline for applications is 21 June 2017. For a more details please contact Manuel Eliseu P.R. Soares via email manuel.soares@healthallianceinternational.org or phone (+670) 7724 8959. Please email your cover letter and CV to manuel.soares@healthallianceinternational.org or deliver to Health Alliance International Country Office, Rua Jacinta Candido, Audian, Dili (Ph. 332 2608).