

SCHEDULE 1 - JOB DESCRIPTION

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| Title: | M&E (Officer/Manager Level) |
| Program: | Fiji |
| Duration: | 2 years (full time) |
| Location: | Suva with travel in Central, North, South, East and Western Divisions. |
| Reports To: | Program Manager |
| Technical Report: | Executive Director |
| Languages Required: | English and either I-taukie or Hindi |

Introduction

Medical Services Pacific (MSP) is a Fijian registered non-government organisation (NGO) established in August 2010 to enable Pacific women, youth and children to have greater access to quality health care services, and to build resilience among vulnerable groups who are coping with emerging environmental, economic and human security challenges.

MSP is a Rights Based **family planning agency** that believes that Human Rights awareness and the empowerment of women go together and that both are critical in ensuring individuals and communities achieve optimal Sexual and Reproductive Health services. In Fiji, MSP provides a broad range of health care, counselling and social services, including public awareness and educational programs with a specialized focus on sexual and reproductive health. MSP has developed a comprehensive and integrated service for survivors /victims of sexual assault and domestic violence which includes emergency care, and on going medical, nursing, counselling and legal support.

MSP provides SRHR in relief and development contexts and is inclusive. MSP has specialised health teams that work with high risk and vulnerable groups (e.g. girls, youth, sex workers, vulnerable women, children at risk, sexual assault survivors, LGBTI's (Lesbian, Gay, Bisexual, Transgender and Inter-gender) and minorities) to promote awareness and increase access to key clinical and social services. MSP is collaborative and a partner of government and works under formal Memorandums of Understanding with the Ministry of Health and Medical Services in support of the National Strategic Plan 2016-2020.

Gender based and Pro Choice

MSP is a **pro-choice rights based** international organization dedicated to ensuring individuals have the right to have children by choice (and not by chance). Therefore, MSP's primary focus is family planning, to assist women and girls to plan their futures. Gender empowerment is key to ensuring women's access to reproductive health care on demand. Women and girls in the Pacific face a range of challenges, and MSP seeks to ensure they have access to quality SRHR services.

The MSP program provides an integrated program response designed to support women and those impacted by gender and sexual violence. MSP seeks to increase information and services for women and girls and boys to reduce and end sexual violence, specifically to:

- **Increase women's access to justice** by providing information and referrals and raising awareness through outreach and public communications around women's rights to prevent Violence Against Women and Girls (VAWG).
- **Provide support services**, including a one stop shop model which provides reproductive health care services, clinical services (including HIV and STI counselling testing and treatment), family planning (including unplanned pregnancy advice, referrals and counselling, counselling and referrals for trauma and domestic or gender violence).
- **Prevent Violence** through community outreach and public education (radio and road shows) and supports policy development that seeks to transform gender norms and end VAWG

Our Strategy:

The MSP board has approved the four main objectives and accompanying strategies which together form the framework for the MSP core programs and services in the Pacific. Working with our partners in Fiji and beyond in the Pacific Island region, MSP aims to:

- 1) Strengthen health and social services for women & youth
- 2) Promote human rights, ending Violence against Women and Girls/VAWG & strengthening child protection
- 3) Promote and support healthy environments with a particular emphasis on current and potential future effects of climate change
- 4) Build resilient Pacific Island communities.

MSP employees and volunteers are expected to contribute to these four goals. Your role with MSP is guided by this job description but you will also be expected to contribute to the wider MSP development and business strategy. You will be required to understand and integrate the vision and mission of MSP; and consider our in all that you do.

This job description is a guide and other duties will be included from time to time in support of these objectives.

MSP MOTTO *Healthy choices transform lives*

The candidate will require:

ROLE FUNCTIONS:

PURPOSE

Monitoring and Evaluation ensures that the MSP Board, Executive and Senior Management Team (SMT) are able to monitor the quality of project interventions and make timely decisions to improve services. M&E Reports advise the SMT on project progress impact and to ensure rapid response to needs.

MSP has a M&E Unit based in Suva, Fiji.

As the Monitoring and Evaluation Officer, you will join (and if appointed M&E manager, lead) the Monitoring and Evaluation Unit for the MSP Program. Working closely with the Program Manager and key project and other M&E staff, you will track and record the impact of MSP activities. You will be required to develop, plan and implement high level monitoring and evaluation services across the MSP program. Contribute to project planning, logical framework development and/or program logic which supports the implementation of project plans. You will undertake the monitoring commitments noted in grants and contracts for MSP and present findings monthly to the MSP Senior Management Team. In collaboration with the M&E Unit staff, you will produce monthly, quarterly and annual M&E reports which are verifiable and auditable applying triangulation protocols. In addition, you will support projects managers and the Executive Director with any needed statistics to evidence reports, presentations as needed from time to time. Finally, you will schedule and arrange any needed evaluations or research tasks and coordinate outputs and present to the Senior Management Team (SMT).

DUTIES AND RESPONSIBILITIES

In consultation with the senior management team and MSP project staff, plan monthly monitoring activities including delivering our KABP surveys and collect Most Significant Change Stories or Case Studies using international standard methodologies.

You will follow MSP policies, formal grant frameworks and related guidelines in M&E. You will prepare TORs and action plans to capture and report on critical milestones in the life cycle of projects.

Some of the critical milestones will include:

- ❖ Development of project design
- ❖ Baseline Surveys
- ❖ Project reporting
- ❖ Annual Reviews
- ❖ Mid-term evaluation and
- ❖ Final evaluation
- ❖ Case Study, Lessons Learned
- ❖ Research

MSP has an online M&E data entry system (drive) which requires all field staff, clinical staff, social workers, counsellors and legal advisors to upload their daily client and activity statistics. The M&E officer will follow up and ensure each staff is data entering in a timely manner and that their data is accountable and evidenced by paperwork. Data inconsistencies and problems shall be brought to the attention of line managers immediately, so monthly reports are not delayed.

M&E Technical Tasks

-) Ensure there are functional and updated systems and mechanisms in place to monitor the implementation of project activities and follow the guidelines/policies.
-) Review project designs or project proposals, workplans and M&E frameworks to ensure the consistency and relevance for MSP monitoring and evaluation systems and reporting.
-) Develop new M&E Plans for new projects and modify frameworks collaboratively as needed for ongoing actions.
-) Assist/support and lead staff in the design of baseline surveys, case studies, research or evaluations. Support/Lead and participate in scheduled field evaluations to ensure and verify the quality of these exercises and ensure triangulation for data verification, analysis and reporting.
-) Provide technical support for M&E Unit and ensure data base is at optimal functioning
-) Formulate and implement a capacity building/training strategy to improve the monitoring and evaluation competencies of MSP staff, including educating staff on new forms and systems as they are initiated.
-) Provide feedback to the project leaders and STM and offer assistance as needed for reports and presentations.

M&E Leadership (Management Role)

Support/provide leadership in operationalising M&E plans. This will include the following activities:

-) Capacity building of staff in recording, data collecting and M&E functions
-) Scheduling of key project milestones to measure impact, so as to ensure every project is meeting goals, objectives and outputs and targets or assist to review projects to meet appropriate targets. Inform SMT!
-) Development and testing of quality assurance measurements and indicators.
-) Analysis and use of data to inform management decision making, for advocacy, planning and marketing purposes.
-) Working closely with the ICT advisor and M&E Advisor, to support or modify the management information system to monitor and analyse evaluation data from the projects.

-) Reporting regularly and holding meetings to present, document and disseminate lessons learned within the and outside the organisation.
-) Assist the senior management in identifying and mainstreaming best practices.
-) Based on strategic directions for the program, identify opportunities for operational research
-) Liaise with and provide information to senior management where evaluation findings have implications for policy and program development and improvement.
-) Liaise with any Independent Evaluation personnel with partners under MOU's, to collaborate and exchange lessons learned.
-) Assist with Evaluations of projects

Deliverables:

-) Annual Project Monitoring Matrix/Plan and Timetable for assessment of projects and reporting
-) Monthly collection of data and analysis
-) Production of 12 Monthly Reports
-) Collection and tabulating and filing quality Most Significant Change (MSC) stories for reports (MSC should have file note as submitted to each specific donor)
-) Production of Quarterly M&E reports
-) Production of ad hoc donor reports as needed
-) Production of Annual M&E report
-) Collect and file, client feedback, pre and post test questionnaires and KAPB surveys etc.
-) Production of 2 full Case Studies
-) 2 Evaluation Reports (or noted in MSP Grants)
-) Other Research as agreed or as needed

Ongoing Tasks:

-) Maintain codes of conduct particularly in regard to beneficiary accountability ensuring confidential information is protected.
-) Maintain monthly mentoring process with appointed M&E Advisor to ensure data is reviewed and quality is assured.
-) Assist in the testing of Information, Education Materials (IEM), including preparing focus groups.
-) Assist field teams in health promotion or education as needed, ensuring pre and post knowledge (KAPB) questionnaires are utilized and collected as needed.
-) Ensure media policy is followed and that clients and beneficiaries sign off or provide permission for the use of the photograph consent forms (form available with Communications & M&E Officers).

-) Ensure camera is taken on monitoring and evaluation and field trips. Categorize photos for reports. Maintain a working camera.
-) Support any **relief or disaster response** activities including attending coordination meetings, data entry, field surveys, research, needs analysis, preparing and recording beneficiary data.

Community Education/Health promotion

MSP provides community awareness across a number of key sectors. The M&E Officers when in the field, often support the Community Educators and must understand the basics of Sexual Reproductive Health. M&E Officers should be familiar with the basics in public health including reporting SRHR, Maternal and Child Health indicators. As well as other key development area such as Environmental Health, water and sanitation or climate adaption.

The candidate must have skills in at least three of the following topics.

-) M&E, Case Studies, Research (essential)
-) Mathematics or Science or Population Studies (essential)
-) Community Education for Behaviour Change (essential)
-) Sexual Reproductive Health (Required)
-) Sexual Assault/VAWG services (useful)
-) Maternal and Child Health (useful)
-) Adolescent Health (useful)
-) Disaster Response

Other useful development or relief sector topics

-) Child Health
-) Non Communicable Diseases
-) Environmental Health/WASH -Water & Sanitation – (useful)
-) Community Adaption / Climate Change/Adaption – (useful)
-) Human Rights/Protection (useful)
-) Child Rights/Gender Equality (useful)
-) Publications

Assist the Program Director in the design and preparation of submissions (reports and proposals) to donors in your technical sector.

Maintain effective working relationships with key MSP partners, communities and donors.

Perform other duties as required or at the direction of management in the fulfilment of MSP mandate and strategic goals.

Maintaining Client Confidentiality

You will comply with MSP Confidentiality Policy, Conflict of Interest Policy, GESI policy, SRHR Policy, Communications Policy, the MSP Human Resource Manual and Procedures and comply with all policies.

Please note, that all interactions, including scheduling of or attendance at appointments, content of sessions, progress in counseling, and client records are confidential. Any confidential data must be numbered and secured to protect the client.

KNOWLEDGE, SKILLS AND ABILITIES

- Commitment to holistic work with the poor
- Degree in Mathematics, Science, Health, Statistics or Population Studies
- Or Master's degree in a above or social sciences
- Knowledge of a specific technical sector in development such as health, nutrition, food security, gender, human rights, environment, micro enterprises development, etc.
- Minimum of 4-years work experience in grant M&E
- Some field-based research experience
- Experience in development in monitoring and evaluation work.
- Experience in project design including logical frameworks, or logical change transition theories.
- Experience in design of baseline surveys, case studies etc.
- Experience in research techniques or monitoring and evaluations (report available to review).
- Experience in training and field use of qualitative data collection methods such as PRA/PLA, Appreciative inquiry, focus group discussions, etc.
- Experience in training and field use of quantitative methodology including, sampling, survey design, questionnaire design, interview techniques, etc.
- Experience in Google Docs database, ACCESS, Chrome or other databases and in database design, or software programs like EPI-INFO, SPSS for database management, data entry, and statistical analysis.
- Language skills as needed for the local context

PERSON PROFILE

Qualifications: Degree in Maths, Science, Health, Social Sciences or Development Field.

Specialty: - Monitoring and Evaluation, Population Studies, Maths, Statistics, Science, Social Sciences, Research, Sexual Reproductive Health, Health or Human Rights.

Essential Skills:

- Qualifications (Diploma with 10 years work experience in M&E sector or a Degree or Masters with 4 years work experience in the sector)
- Excellent Mathematics (understanding of statistics, fractions and percentages)
- Ability to communicate well in English (Oral and Written)
- Excellent English writing skills for report writing
- High computer literacy/ Database expertise (Google drive)
- Touch typing speed of over 60 wpm
- Ability to use statistics to develop graphs and tables
- Skills in data Analysis for reporting
- Highly developed communication skills in presentations (e.g. power point/training)
- Ability to manage and prioritise a demanding work load
- Ability to work under pressure and meet reporting deadlines
- Ability to work with sensitive issues
- I-taukie or Hindu language skills helpful

Commitments and Requirements

- Commitment to excellence in evidence and reporting
- Commitment to confidentiality
- Commitment to human rights and equality
- Commitment to Gender Equality and Gender Empowerment
- Endorses Pro Choice family planning and SRHR
- Commitment to good health and fitness
- Understanding of the situation of charity work
- Willingness to help others
- Good eyesight for data entry

Attitudes and Motivation:

- Desire to apply strong management skills to achieve social outcomes.
- Ability to work on flexible shifts if needed due to deadlines
- Committed to human rights, reproductive rights and gender equality
- Supportive of MSP philosophies (e.g. pro-choice and universal access, gender equality, ending Violence Against Women and Girls, ethics).
- Flexibility and willingness to “pitch in” and support team members when needed
- Ability to travel and work cross culturally
- Ethics

Previous Experience: - Minimum 4 or more years work experience (desirable)

- ✓ Monitoring and Evaluation Work
- ✓ Research & publications Experience
- ✓ Data Entry, Analysis & Reporting
- ✓ Expert in developing Graphs and Tables
- ✓ Presentations and Public Speaking
- ✓ Field Work & Research
- ✓ Quality Assurance
- ✓ Management of staff/Employees/Team Leader
- ✓ Familiarization with Health or Sexual Reproductive Health services, WASH or human rights useful
- ✓ Self manager who can meet project targets
- ✓ CSO/NGO or UN work or development related work experience

Remuneration:

Remuneration will be paid on fortnightly basis unless otherwise agreed. The contract will be for a specific period. Full time contracts are subject to an annual renewal.

Working Hours

The M&E Officer is expected to work both in the office and in the field during mobile outreach education initiatives, clinics or other events. You will coordinate with the Doctor and other medical staff or field staff to ensure you are able to collect data with minimal impact or disruption to clinical services. MSP remains open after business hours due to medical emergencies, natural disasters, epidemics or functions. Daily working hours include 8.30am to 5.30pm. You should work 8 hour shift between that period as agreed with your manager. MSP does not pay overtime, instead it offers a Time In Lieu of Overtime (TILO) policy (explained in our HR manual).

Contacts for Inquiries:

Your application letter should address the essential skills and key experience needed.

Send to Ms Ashna Shaleen or Ms Nazura Begum. Please email CV and covering letter to info@msp.org.fj or communications@msp.org.fj or nazura.begum@msp.org.fj

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