



## TERM OF REFERENCE (ToR) FOR THE RECRUITMENT OF INDIVIDUAL CONTRACTOR (IC) – ENT Specialist

### GENERAL INFORMATION

<b>Services/Work Description:</b>	ICs
<b>Project/Program Title:</b>	UNHCC/UNECA
<b>Post Title:</b>	ENT Specialist (National Consultant -NC)
<b>Consultant Level:</b>	Level B (Specialist)/Level C (Senior Specialist)
<b>Duty Station:</b>	Addis Ababa / Home-based / UNDP Country Office
<b>Expected Places of Travel:</b>	None
<b>Duration:</b>	250 working days distributed over 12 months
<b>Expected Start Date:</b>	Immediately after Signing the Contract the consultancy assignment will commence

### I. BACKGROUND / PROJECT DESCRIPTION

Briefly describe the project rationale / background and the **objectives** of the project

- a. The UN Health Care Center has the responsibility to provide both core and non-core services to all UN staff and the eligible dependents based in Ethiopia.

The core services are provided by the regular staffs that include physicians and a few supportive para-medical staff. The non-core services also known as curative services are provided both by regular physicians and consultants who are recruited in different fields of medicine.

The present ToR is intended to guide the consultants in the dispensation of their duties at UNHCC to ensure clients' satisfaction and respect the organization's rules and regulations from the health standpoint of view

- b. Briefly describe the context of the required services
  - Provide consultation and follow up patients with ENT problems with the aim of putting the appropriate diagnosis and treatment option.
  - Requests different diagnostic tests as necessary to complement the physical examination
  - Recommends different medical treatment protocols (medications, surgeries, and other strategies), including referrals abroad where local capabilities do not offer adequate care in an effort to save lives and complications that might result from the health condition.
  - Works closely with CMO, MO and OIC to decide the optimal management of clients' problem
  - Performs routine checkup for early detection.

- Performs his or her duties with empathy and care within the assigned period, but may have to stay longer when an emergency occurs or with a higher work load (ensures to communicate such to the CMO or designated officer).
  - Interprets results and data obtained from the discussion with the patient to arrive at a conclusion and explains the disease condition and the way forward to the patient in a language that maximizes the patient's understanding.
  - Once the diagnosis has been obtained, assists patient to get the appropriate treatment. This may involve discussion with the pharmacist to ensure the medication is available either from UNHCC pharmacy or other pharmacies in the city. Possibilities to get UNHCC place a special order should be discussed with the pharmacist and the Chief Medical officer (CMO).
  - Carry out the above service with the best ethical considerations to maintain confidentiality and avoid sharing patients' medical condition with anybody in any form (or using the data for research purposes or in public lectures) without prior written consent of the patient and without duress.
  - Initiates a medical evacuation for further investigation, diagnosis and treatment by discussing the case with the CMO (without giving false promises to the patient), who will in turn convene the meeting of the medical board and obtain approval from the UNMSD in New York or UN Medical Directors of the different UN Agencies.
  - Informs the CMO/Deputy or head nurse of cases referred to other medical facilities in the city for proper follow up.
  - Writes detail medical reports for the purpose of referral to other services in the city, obtaining medical /sick leave approval from the different UN Medical Directors.
  - Writes educational newsletters on different ear, nose and throat conditions for distribution to UN Staff with the objective of educating the public.
  - Participates in the monthly continuous medical education and presents topics in the field of ENT
  - Presents public lectures to the general staff body in order to sensitize them on topics of health interest in the field of ENT to the UN Staff and their dependents.
  - Demonstrates team spirit and be punctual at all times, including informing UNHCC administration at least 3 weeks in advance on any changes to the individual time table and exceptionally a day before to enable clients to be informed about the cancelation of appointments.
- c. Emphasize the relevance/purpose of the work required and how it is linked to the project context
- The purpose of these consultancies is to provide non-core services in the field of dentistry, including emergency coverage to UN staff and their dependents.
  - In the event of mass casualty the consultants might be called up to assist the UNHCC regular team or receive and treat victims in different hospitals in the city.
  - As specialists in the field they form the backup team for UNHCC to advice on medical evacuations outside the country or referrals to other specialists within the country for dental care.
- d. List and describe the stakeholders for the project.
- The key stakeholders are the CMO and the administration of UNHCC with whom the IC deals with on a daily basis.
  - The different committees of the clinic (Executive Committee, Management Support Committee and Technical Committee)
  - External stakeholders include UNMSD and Medical Directors of UN Agencies who might request specific information at any time on the management of a case.

- e. If applicable, explain thoroughly the peculiarity of the setting of the project or the work required, if any (e.g., security risks involved in conducting the work in certain communities, certain cultures and practices unique to the stakeholders, etc.)
- UNHCC provides health care services to the UN staff and dependents who form a selection from a diversified cultural, religious and ethnic groups.
  - The ICs must be aware of this diversity and treat each client with respect and dignity of these aspects.
  - The ICs might be exposed to health risks such as infectious diseases in the process of dispensing their duties. When this happens beyond the context regular seasonal flus and common illnesses peculiar to the country, the UN Agencies should be prepared to support them with medications to regain their healthy status.

## **II. SCOPE OF THE WORK**

- a. List the results that the IC should achieve, and the major tasks expected to be undertaken by the Contractor.
- As elaborated under item "b" above, the IC should achieve results by promptly attending to the medical needs of the UN Personnel and families, to re-establish their general wellbeing.
  - By advising on preventive measures, the IC ensures work place safety and well-being, free of injuries or spread of infectious diseases.
  - Working with other stake holders like WHO and the Ministry of Health, proper monitoring and surveillance of potential health hazards can be mitigated in a timely manner to reduce the rate of morbidity and possible mortality.
- b. Briefly describe the required activities (scope, location, subjects, etc.) and other information that will help prospective Offerors understand the nature of the work
- The IC will be based in the UN Health Care Center in the UN compound in Addis Ababa, where he or she will provide outpatient consultations on a part time basis. The length of service per day will be determined by the number of hours allocated per day running from Monday through Friday and based on the Consultant's availability.
- c. If possible, it is always best to indicate in each activity the literature/data/information/policy framework already on hand that and may be made available by UNDP to the Individual Contractor as reference/input to the activity.

## **III. EXPECTED OUTPUTS AND DELIVERABLES**

- a. List down the outputs and specific deliverables in sequence, corresponding to the work and their corresponding target delivery dates.
- b. If the specific dates are contingent on too many variables and cannot yet be defined, the span of time from the commencement of the work could be indicated (e.g., 2nd week from contract signing, within 2-3 months from contract signing, etc.). Commencement of work should be June 1, 2016 and contract date December 31, 2016.
- c. If there are multiple reviewers/certifying authorities for each output/deliverable, they shall be properly identified and indicated in this section.
- d. If feasible, a table similar to the one below is desired in order to clearly summarize the above details:

No.	Deliverables / Outputs	Estimated Duration to Complete	Review and Approvals Required
1	Promptly attend to the client on arrival	According to the number of hours assigned per day	Attendance sheet by head nurse and approval by CMO or deputy
2	Request investigations to aid in putting the diagnosis	Every day using UNHCC and city Labs.	
3	Refer cases beyond the mandate of UNHCC to city health care facilities for proper management and treatment, including possibilities to refer abroad	On an ad-hoc basis	CMO & medical board to recommend

#### IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- a. Identify the specific authority/ies who will directly supervise the Contractor, and to whom he/she will be directly responsible to, reporting to, seeking approval/acceptance of output from (e.g, the Project Manager, or National Project Director, etc.)
  - The IC directly reports to the CMO of UNHCC or deputy or designated officer
  - The latter provides monthly evaluation report for HRSS usage.
  - The head nurse maintains a daily record of attendance on which basis remunerations are calculated.
- b. Indicate the frequency of progress reporting, if required (e.g., weekly, monthly, fortnightly, etc.), the recommended formats, if any. If any of the reports must be presented, indicate the audience/body and expected location and venue.
  - Being responsible for the wellbeing of the clients, routine reporting will be done on a daily basis to the CMO and critical cases discussed on an ad –hoc basis.
- c. Identify institutions/organizations/individuals with whom the Contractor is expected to liaise/interact/collaborate/meet with in the course of performing the work (e.g., other agencies, project co-implementers, donors, communities, local government units, etc.)
  - HRSS of UNDP, CMO, colleagues, para-medical staff of the clinic and occasionally, Heads of UN Agencies or their medical services.
- d. Define roles / extent of participation of entities involved in the management/implementation of the contract (e.g., as respondents to survey, resource persons to confer with, approving authority, evaluating performance, etc.)
- e. Specify if the project will be able to provide (or not) any facilities, support personnel, support service, or logistical support, what they will be, and at what stage of the work.
  - Not applicable

#### V. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT IC (if any)

- a. Detail list of all inputs and services which will be provided to the prospect IC including but not limited to Office Space; Equipment; Secretarial services; Local transport service; Arrangement of workshop(s) (if validation is required),
  - Office space and basic office equipment like computer, Dental chair, etc.
  - In-house laboratory, radiology and pharmacy to provide additional assistance to the consultant.

- Ambulance services for emergency transportation of complicated cases to hospitals in the city when required.
- b. Whether the assignment requires partial, intermittent or full time presence on the UNDP premises. If it prerequisite full presence of the IC, it requires **strong** justification.
  - The assignment requires part time presence in the clinic and is not a permanent job at any given time
  - Any termination of the contract by either party requires one month notice.
- c. Who will be in-charge for offering both administrative and logistics supports
  - UNDP is responsible administrative support, while UNHCC through UNECA provides all logistics necessary to execute the tasks.
- d. The monthly remuneration for the IC is the responsibility of UNDP in collaboration with UNECA Finance section.

## **VI. DURATION OF THE WORK<sup>1</sup>**

- a. State expected duration of work / total no. of days/weeks/months of the assignment including effective person-days, if applicable.
  - The duration of work is one year according to the monthly time table.
- b. Emphasize the expected date of full completion, if time is of the essence, indicate the consequences of any delay
  - Each contract cycle spans between January1, through December 31 of contract year
- c. Indicate target date for the start of work and expected completion date, including conditions to determining both dates in the table under **Roman No. III above**
  - Same as in b above divided into two contract periods in January and June of each contract year.
- d. Provide the estimated Lead Time (LT) for UNDP or Project Implementing Partners to review outputs, give comments, certify approval/acceptance of outputs, etc.
  - Within the next two months.
- e. Explain special reason for urgency, if any, and serious consequence/impact of any form of delay in the completion of the work (e.g., deferment of the succeeding phase to the following year, cancellation of the budget allocation for the project, other potential losses to any party involved, etc.)
  - The present contract ends at the end of March and there is need to bridge any gap that might be created in service delivery.

## **VII. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)**

### **a. Education:**

- Doctorate degree in medicine with specialization in ENT is required

### **b. Experience:**

- A minimum of 5 years of work experience in the field of ENT is required.

### **c. Language and other skills:**

- Excellent knowledge of English language, (both written and spoken) is required;
- A knowledge of another UN language is an advantage.

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<sup>1</sup> *The IC modality is expected to be used only for short-term consultancy engagements. If the duration of the IC for the same TOR exceeds twelve (12) months, the duration must be justified and be subjected to the approval of the Director of the Regional Bureau, or a different contract modality must be considered. This policy applies regardless of the delegated procurement authority of the Head of the Business Unit.*

- The work at the clinic requires the use of an electronic medical record system. Computer skills: full command of Microsoft applications (word, excel, PowerPoint) and common internet applications will be required.

#### **d. Functional Competencies:**

- Special skills / experience and other qualifications such as analytical skills, communications abilities, teamwork ... which will prove to be advantageous and vital to the success of the work implementation, especially if the assignment's setting/situation is unique or has peculiarities (e.g., experience in working with indigenous people, familiarity with the key issues confronting a certain region, understanding of and ability to relate with a specific culture/religion, knowledge of a local dialect, etc.)
- **Professionalism:** Knowledge of clinical, occupational and tropical medicine. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for decisions made during the dispensation of his or her duties.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

#### **e. Core Competencies:**

- Demonstrates integrity by modelling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favouritism;
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

#### **Important Note:**

The Consultant is required to have the abovementioned professional and technical qualifications. **Only the applicants who hold these qualifications** will be shortlisted and contacted.

### **VIII. CRITERIA FOR SELECTING THE BEST OFFER**

Upon the advertisement of the Procurement Notice, qualified Individual Consultant is expected to submit PHP, copies of their professional certificates and license to practice. Accordingly; Individual Consultants will be evaluated based on Cumulative Analysis as per the following scenario:

- Minimum educational background as per the requirement in the ToR
- Minimum 5 years of work experience as dentist
- Ability to discharge the consultancy service within the timeframe as per the ToR
- Desk review (comparative table)** which allow to evaluate individual competencies in terms of language proficiency; skills; confidence; problem solving skills.
- Language skills at least spoken during a telephone call.

### **IX. PAYMENT MILESTONES AND AUTHORITY**

- Specify the key outputs or milestone activities for which payments will be made, the corresponding percentage of the contract price that will be paid per milestone/output, including all the conditions/documentations required prior to the release of any tranches of payment.

The prospective consultant will be paid the equivalence of \$ 30 per hour during the regular work days in local currency **based on the effective UN exchange rate (where applicable), and** only after **approving authority** confirms the successful completion of the assignment at the end of each month.

## **XI. CONFIDENTIALITY AND PROPRIETARY INTERESTS**

The Individual Consultant shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of UNDP.