

# TERM OF REFERENCE (ToR)

## FOR THE RECRUITMENT OF INDIVIDUAL CONTRACTOR (IC)

### GENERAL INFORMATION

**Services/Work Description:** National Clinical Consultant Doctor  
**Project/Program Title:** UNHCC/UNECA  
**Post Title:** National Consultant -Medical Doctor  
**Duty Station:** Addis Ababa  
**Expected Places of Travel:** None  
**Duration:** Working days distributed over 12 (twelve) months according to Monthly timetable  
**Expected Start Date:** Immediately

### 1. BACKGROUND / PROJECT DESCRIPTION

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

- Provide outpatient consultations to UNHCC Clients during off duty hours such as night duty, weekends and public holidays consultations within the period assigned to each Specialist.
- Performs such consultations with empathy and care, requesting laboratory, radiological and other investigations using the available facilities in UNHCC and in the city of Addis Ababa with the scope to arrive at the optimal diagnosis and management of each case.
- Interprets results and data obtained from the discussion with the patient to arrive at a conclusion and explain the disease condition and the way forward to the patient in a language to maximize the patient's understanding.
- Once the diagnosis has been obtained, assists patient to acquire 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 services with the best ethical considerations to maintain confidentiality and avoid sharing patients' medical condition with anybody in any form (using data for research purpose or in public lectures) without prior written consent of the patient and without duress.
- Initiate 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.
- Inform the CMO/Deputy or head nurse of cases referred to other medical facilities in the city

for proper follow up.

- Write detail medical reports for the purpose of referral to other services in the city, obtaining medical approval from the different UN Medical Directors Conduct medical examinations for the purpose of employment [for Internists only] such as entry/periodic and exit medical examinations.
- Populate the information in EarthMed to enable medical clearance for travel and transfer to other duty stations within the organization.
- Confer with other physicians and paramedics whenever necessary to facilitate the conclusion of a diagnosis for a patient.
- Write educational newsletters in the field of internal medicine for the purpose of educating the public.
- Attend the continuous monthly medical education sessions and be prepared to research and present such on topics in the field of internal medicine to the personnel of UNHCC.
- Present public lectures to the general staff body in order to sensitize them on occurring pandemics or topics of health interest to the UN Staff and their dependents.
- Demonstrate team spirit and be punctual at all times, including informing UNHCC administration at least 3 weeks in advance on any changes to the individual timetable and exceptionally days before to allow for replacement to be sought for.

## 2. SCOPE OF THE WORK

- 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 workplace 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.
- 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 shift to be covered. i.e from 17.30hours to 08.30 am for night shift or 08.30am to 17.30 for the day shift.

## 3. EXPECTED OUTPUTS AND DELIVERABLES

No.	Deliverables / Outputs	Estimated Duration to Complete	Review and Approvals Required	
1	Promptly attend to the client on arrival	Each shift		
2	Request investigations to aid in putting the diagnosis	Each shift using UNHCC and city Labs.		
3	Refer critical cases to city health care facilities for admission and treatment	On an ad-hoc basis		

4	Conduct medical examination for employment purpose	On ad-hoc basis during shift	
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#### 4. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- The IC directly reports to the CMO of UNHCC or deputy or designated officer
- The latter provides annual evaluation report for HRSS usage but performance evaluation is done continuously and poor performance can lead to early termination contract.
- The head nurse maintains a daily record of attendance on which basis remunerations are calculated.
- 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.
- HRSS of UNDP, CMO, colleagues, para-medical staff of the clinic and occasionally, Heads of UN Agencies or their medical services.
- Confer with other physicians and paramedics whenever necessary to facilitate the conclusion of a diagnosis for a patient.
- Comply with the results of client's satisfaction surveys to improve on the quality of services
- Based on the recommendations of the CMO, the Management Support Committee may approve or not approve the extension of the contract of a consultant.

#### 5. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT IC

- Office space and basic office equipment like computer, BP machine, etc.
- In-house laboratory, radiology and pharmacy to provide additional assistance to the consultant.
- Ambulance services for emergency transportation of cases to hospitals in the city
- The assignment requires part time presence in the clinic and is not a permanent job at any given time.
- UNDP is responsible administrative support, while UNHCC through UNECA provides all logistics necessary to execute the tasks.
- The monthly remuneration for the IC is the responsibility of UNDP in collaboration with UNECA Finance section.

#### 6. DURATION OF THE WORK

- The duration of work is one year according to the monthly timetable
- Each contract cycle spans between January1, through December 31 of contract year
- Same as in b above divided into two contract periods in January and June of each contract year.
- Estimated Lead Time within the next two months.
- The present contract ends at the end of March and there is need to bridge any gap that might be created in service delivery.

#### 7. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)

**a. Education:**

- Doctor of Medicine
- A minimum of first degree in general medicine and specialized in the field of internal medicine or Emergency Medicine or outstanding work experience as a General Practitioner.
- Other.

**b. Experience:**

- A minimum of 3-5 years in the field of internal/emergency medicine or a minimum of 10 years work experience as a General Practitioner 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.
- 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:**

- **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.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning& Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **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 favoritism;
- 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.

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

Upon the advertisement of the Procurement Notice, qualified Individual Consultant is expected to submit CV, P11, copies of their professional certificates and license to practice. Accordingly; Individual Consultants will be evaluated based on as per the following scenario:

<b>Criteria</b>	<b>Max. Point - 100%</b>
Minimum educational background as per the requirement in the ToR	30
Minimum 5 years as internist/Emergency medicine or 10 years as GP of work experience	30
Interview (Language proficiency skills, confidence and problem-solving skills)	40

#### **9. PAYMENT MILESTONES AND AUTHORITY**

The prospective consultant will be paid the equivalence of \$ 80 per shift during the night, weekend and public holiday in local currency based on the effective UN exchange rate (where applicable), and only after approving authority confirms the successful completion assignment at the end of each month.

#### **10. 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.

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