



“ငန” လူထုကျန်းမာရေး

## VACANCY ANNOUNCEMENT # 011-2025

11 April 2025

**Sun Community Health (“SCH”)** is a non-profit, non-political and non-sectarian organization. It is a local non-governmental organization in Myanmar and is established in particular to advance socially beneficial purposes in Myanmar by promoting and providing information, services and products related to the prevention, promotion, curation and rehabilitation of the major health services including but not limited to HIV/AIDS, malaria, tuberculosis, maternal and child health, reproductive health and non-communicable diseases with the aim of furthering good health, prosperity and the relief of poverty, distress and sickness. This also includes state-of-art training programs, quality assurance programs, and a robust supply chain and logistics system and health financing mechanisms. The Organization may also provide non-health related ancillary services that ensure and improve the well-being of its clientele.

SCH is practicing the right to freedom from all forms of sexual violence, injustice, discrimination and abuse (including child and adult at-risk abuse). We recognize the responsibility we have to guarantee on that we do not deliberately or inadvertently cause any harms to right holders and communities through our work – whether that is our staff and representatives of our contractor (internal and external stakeholders). SCH will not tolerate any form of discrimination, abuse, exploitation, harassment under any circumstances and will take strong disciplinary action. Protection from Sexual Exploitation and Abuse (PSEA) is everyone’s responsibility and all staff are required to adhere to the Code of Conduct, that enshrines principles of PSEA, at all times (both during work hours and outside work hours). Familiarization with, and adherence to, the Code of Conduct is an essential requirement of all staff, in addition to related mandatory training. All staff must ensure that they understand and act in accordance with this clause.

<b>Job Title</b>	<b>: Technical Support Officer</b>
<b>Report to</b>	<b>: Regional Manager</b>
<b>Job/Role Grade</b>	<b>: 4/B</b>
<b>Require Position</b>	<b>: “1”</b>
<b>Contract Type</b>	<b>: Temporary</b>
<b>Unit/ Office Location</b>	<b>: Business Operation/ Yangon Regional Office</b>
<b>Assigned Area</b>	<b>: Ayeyarwaddy and Yangon</b>

### **JOB SUMMARY:**

**Technical Support Officer** holds field based important role in assigned territories. He/she is primarily responsible for provider behavior change activities to network providers on clinical practices and productivity. He/she is also responsible for monitoring and supervising the SCH operational activities and technical supports to the network providers.

### **DUTIES & RESPONSIBILITIES:**

The duties and responsibilities of **Technical Support Officer** include:

- Conduct medical outreach activities to influence provider behaviour change, increasing productivity, and improving the quality of clinical and non-clinical practices.
- Assist Sun Doctors in meeting quality healthcare standards and ensure their technical competency is up to date.
- Conduct regular monitoring and supportive visits to Sun clinics in assigned area to distribute SCH’s health related products, IEC materials, promotional items.



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- Collect monthly clinic reports, verify and manage financial transactions for provider incentive payments, clinic assistant fees, and patient support.
- Perform regular tele-monitoring activities with providers in cases of travel restrictions due to disease outbreaks, conflict, or disaster, using phone and internet services.
- Supervise community staff (team leader) in the assigned territory in analyzing the program performance, addressing issues, and guiding the team in the efficient running of community activities in the field.
- Ensure program related products are well-stocked with good expiry dates, maintained under recommended conditions, and distribution and consultation data are tracked to minimize stock shortages at the provide level.
- Collaborate with the training team to organize, participate in Continuing Medical Education (CME) Programs, acting as regional trainer or organizer as needed.
- Organize and deliver capacity-building training, refresher training, and review meetings for healthcare providers in the assigned territory.
- Address operational issues with Sun Doctors, Community Providers, contracted laboratories, investigation centers, clinic assistants, and other stakeholders, reporting timely to the supervisor.
- Conduct advocacy, area mapping, & clinic auditing for the recruitment of new providers in the assigned territory
- Conduct Case investigation and follow-up action based on project/program deliverables.
- Perform advocacy and reporting with local and health authorities as necessary.
- Review monthly reports from providers and address issues in the reporting mechanism with the Regional Manager/M&E focal persons.
- Facilitate the troubleshooting of digital reporting at provider level.
- Tracking monthly achievements against targets and provide feedback and justifications for program quality improvement.
- Work with the Quality Improvement (QI) team to assess program situation and provide feedback to management.
- Support capacity building for mentored staff and coach their activities as necessary.
- Collaborate with partner organizations as necessary to enhance program effectiveness.
- Submit timely, accurate and complete reports (monthly activities report, leave submission, timesheet report and financial related reports) to supervisors and designated staff.
- Other relevant tasks assigned by the direct supervisor.

### **KEY SKILLS**

The key skills required for the position of **Technical Support Officer** include:

- **Technical Knowledge:** Must have understanding on minimum services quality standards of health areas implemented by SCH and Provider Behavioral Change concepts.
- **Operational management:** Must be able to manage the time effectively and conduct medical outreach effectively to increase providers’ productivity of various channels in assigned territories.
- **Communication:** Must be able to understand basic communication skills and effectively communicate with providers and all stakeholders.
- **Leadership:** Must have enough leadership skills and demonstrate a strong ability to guide others if need be.
- **Organizational Skills:** Must be organized and able to manage review meeting and training of providers of various channels in assigned territories.



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QUALIFICATIONS**

- M.B, B.S degree is preferred but not necessary.
- At least three years of program management and CME experience.
- Must have good communications skills, including sufficient reporting skills in English.
- Able to use Microsoft Office (Word, Excel, PowerPoint).
- Should be organized, systematic and dynamic, and must interact well with others.

**APPLICATION:**

Interested applicant, please send Application Letter, Curriculum Vitae (with “Two” referees, including your last employment for reference check), copies of Qualification Documents and National ID as per following “APPLY LINK” and/or Apply Email not later than on the evening of **21 April 2025 (Monday)**.

**SCH Yangon Regional Office:** No. 3/1, Kant Kaw Myaing Street, Ward 8, Yankin Township, Yangon.

**(Apply Link: <https://smrtr.io/qJh55>)**

“SCH is practicing an Equal Employment Opportunity and considers all applications without discrimination of race, sex, religion, national origin, age, marital status, HIV/AIDs status and disability.”

***Only short-listed candidates will be invited for relevant tests and/or personal interviews.***