



“ငန” လူထုကျန်းမာရေး

VACANCY ANNOUNCEMENT # 021-2025
30 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.

Job Title	: Technical Support Officer
Report to	: Regional Manager
Job/Role Grade	: 4/B
Require Position	: “1”
Contract Type	: Integrated Project Based
Unit/ Office Location	: Business Operation/ Mandalay Regional Office
Assigned Area	: Magway, Naypyitaw

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 productivities. S/he is also responsible for monitoring and supervising social franchising activities and technical support of Sun network.

The position is target-driven and ultimately responsible for achieving the challenging DALY targets assigned to their territory.

DUTIES & RESPONSIBILITIES:

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

- Conducting medical outreach activities effectively for provider behavior change to increase their productivity and to improve in Quality of clinical practice.
- Regular monitoring/supportive visit to all assigned Sun clinics in assigned area to distribute social franchising products, to deliver new updated forms, to collect MCRs (including TB data collection),



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financial transaction of provider's incentive payment, Clinic assistance fees and clients incentive (Providers' incentive and demand side incentive).

- Ensure all social franchising products are fully stocked and keep under acceptable condition and good expired date.
- Ensure to provide required IEC and promotional items to Sun provider
- Assist Sun providers to meet social franchising and clinical practice minimum criteria
- Conducting advocacy, area mapping, & clinic auditing for new recruitment for channels in the assigned territory.
- Assist and organize in CME activities for Sun providers with collaboration of CME unit of National team-HQ.

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.

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 **12 May 2025 (Monday)**.

SCH National Mandalay Office: No. (B 36), 65th B Street, between 65th * 66th Street, 103rd * 104th Street, Chan Mya Tharzi Township, Mandalay.

(Apply Link: https://smrtr.io/q_x28)

“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.