



Community Action. Leveraging Services.

VACANCY ANNOUNCEMENT # 059- 2025

04 July 2025

Lan Pya Kyel Association (“LPK”) is a non-profit, non-political and non-sectarian organization. It is local organization in Myanmar. LPK is currently providing full comprehensive package of HIV prevention and treatment to vulnerable populations particularly, sex workers and men who have sex with men and Transgender Women. Organization has been implementing HIV and related programs throughout the country for the past 20 years with the name of “TOP”. Lan Pya Kyel is now inviting applications to fill the following position:

Job Title	:	Hotline Operator
Office	:	Yangon -Lan Pya Kyel
Report to	:	Senior Online Officer
Contract Term	:	Fixed term contract based on project period

JOB SUMMARY:

Lan Pya Kyel is working in Myanmar to give health services to high-risk and marginalized populations with package of services including HIV, TB, STI and SRH. He/she works for LPK’s HIV/AIDS, TB and SRH projects will be aiming at reducing HIV/TB co-infected transmission and HIV/AIDS-associated morbidity and mortality amongst the high-risk and marginalized populations in Myanmar.

His/her mission is to:

- To promote health services and change risk behaviour among the community especially among the LPK hotline users.
- To encourage community members to utilize health services provided by Lan Pya Kyel clinics.

DUTIES & RESPONSIBILITIES:

Hotline Operation

- Respond promptly to hotline phone calls and facilitate for service provision.
- Promote Interpersonal Communication (IPC) by sharing information on HIV, STI, ART, PrEP, TB, condom use and SRH information with the target audiences.
- Provide correct HIV/AIDS, STI, RH, TB, PrEP and other related health information to the LPK hotline users.
- Provide confidential counselling services on sexual health (HIV & STI), ART, TB, PrEP, psychosocial, psychosexual and other RH information to the key population as necessary.
- Promote Hotline through some means, including Viber and other Social Media platform. (e.g., Facebook, Twitter, Instagram, Grindr, Blued, Telegram).
- Conduct health education sessions with key population using defined LPK methods and training tools for hotline users, following the LPK Manual.
- Treat hotline users in a caring and respectful manner, mindful of individual and cultural difference and protecting the privacy and confidentiality of clients.
- Give information about LPK and encourage people to access LPK services.



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Appointment Management

- Manage the appointment system to receive the service at KPSC/Clinic under supervision of Senior Online Officer.
- Follow up with clients who have made appointments to the online team before their appointment time.

Client Facilitation

- Guiding clients to reach the service by staying connected through online or phone communication until the service receipt is confirmed.
- Connect the clients to various health services (internal or external) if the service client requested is not available at LPK.
- Ensure that the clients arrived at the LPK KPSC received the service intended by following up with the clients.
- Tracking of clients for follow up testing or clinic appointment via phone or social media messaging.
- Facilitate ART linkage for HIV-positive clients referred through online channels to access Lan Pya Kyel services or necessary linkage with other health facilities.

Recording and Reporting

- Maintain daily records and submit weekly & monthly reports to supervisor for hotline data.
- Receive the regular feedback after discussing with supervisor positively.

Other

- Ensure full compliance with Lan Pya Kyel policies, including Code of Conduct, data accuracy, and client confidentiality.
- Demonstrate flexibility and adaptability in handling assigned duties and delegated tasks as per supervisor and program requirements.
- Learn up to date technical knowledge to provide correct and clear information to the clients according to their needs.
- Perform duties assigned by supervisor according to program needs.

QUALIFICATIONS

- Any graduate
- Working experience in HIV/TB projects/programs with high-risk and marginalized populations is a must.
- Should have minimum (2) years working experience in hotline services.
- Knowledge on Community Standards and Privacy Policy.
- Basic knowledge of English, computer and ability to use social media software.

If you are interested in the position to apply, please submit your Application Letter, Curriculum Vitae, and three referees including your last employer through the email below or send to the following address not later than **18 July 2025 (Friday)**.

Lan Pya Kyel Office: No. (215-A), Set Hmu 3rd Street, Myittar Nyunt Ward, Tarmwe Township, Yangon
09 969906289, 09 250168734
Email : hr@lanpyakyel.org

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

Hiring process will start as soon as the suitable candidates apply for this position.



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At Lan Pya Kyel, we believe in the value of diversity and are proud to be an equal opportunity employer. We invite applications from individuals of all backgrounds and experiences, including those of any race, ethnicity, religion, age, gender, sexual orientation, or disability. Lan Pya Kyel is committed to maintaining a workplace free from fraud, corruption, sexual exploitation, harassment, and abuse. Our employees are expected to adhere to the highest standards of integrity and professionalism, as outlined in the Code of Conduct.

“Lan Pya Kyel internal staff are encouraged to apply, and will be given equal treatment to external candidates”