

**Terms of Reference:
Technical Consultant - Mobile Clinic Operations
“Lifesaving Health Care Initiative for Shwegu’s Conflict Survivor”
May 2025**

1. Overview of WCM

World Concern is a Christian relief and development organization operating in Africa, Asia, and Haiti. In Myanmar, WCM has implemented relief and development programs since 1995. Currently, WCM is implementing multi-sectoral projects including nutrition, WASH, health, food security, livelihoods, education, and protection either directly through WCM teams or through local partner organizations in Kachin, Shan States, and Mandalay region.

2. Project background and context

The Lifesaving Health Care Initiative for Shwegu’s Conflict Survivor project is based in Shwe Gu Township, Kachin State. This project aims to address the life-saving health needs of the IDP and conflicted affected host community by enhancing the quality and coverage of primary health care service delivery and life-saving emergency care through mobile clinics and referral to other health care providers. Developing the Standard Operating Procedure (SOP) for mobile clinics and standard procedures for primary and emergency healthcare treatment in crisis circumstances following WHO standards is another given outcome.

3. Purpose of the Consultancy

World Concern Myanmar (WCM) is seeking a talented Technical Consultant to help us optimize our mobile clinic operations.

The Technical Consultant - Mobile Clinic Operations will play a critical role in the setup, implementation, and ongoing optimization of our mobile clinic initiatives. The ideal candidate will possess a strong healthcare background with expertise in establishing clinical settings, developing standard operating procedures, and ensuring the delivery of standardized treatment and emergency medical care within a mobile clinic environment. A key aspect of this role is to provide comprehensive guidelines and training to our organization's mobile clinic team.

4. Expected Tasks and Deliverables

The consultant is expected to perform the following activities:

- **Standard Operating Procedures (SOPs) Development and Training:**
 - Develop comprehensive SOPs for all clinical and operational aspects of mobile clinic operations.

- Create protocols for patient intake, examination, treatment, data management, and quality control.
- Ensure SOPs are aligned with best practices, evidence-based guidelines, and regulatory requirements.
- Provide clear guidelines and deliver effective training to our mobile clinic team on the correct implementation and adherence to SOPs.
- **Standardized Treatment Protocols Development and Training:**
 - Develop and implement standardized treatment protocols for common medical conditions encountered in the target population.
 - Ensure protocols are evidence-based, patient-centered, and adapted to the mobile clinic setting.
 - Collaborate with medical professionals to ensure the protocols are comprehensive, up-to-date, and culturally appropriate.
 - Provide training and deliver guidance to our mobile clinic team on the application of standardized treatment protocols.
- **Emergency Medical Treatment Guidelines and Training:**
 - Establish protocols and procedures for managing medical emergencies within the mobile clinic.
 - Develop and deliver training programs for our mobile clinic team on emergency response, basic life support (BLS), advanced cardiac life support (ACLS), and other relevant skills.
 - Ensure the mobile clinic is equipped with the necessary emergency medical equipment and supplies.
- **Training and Support:**
 - Provide technical training and ongoing support to our mobile clinic team on equipment operation, SOPs, treatment protocols, and emergency procedures.
 - Develop training materials, conduct workshops, and assess staff competency.
- **Quality Assurance and Improvement:**
 - Establish quality assurance mechanisms to monitor and evaluate the effectiveness of mobile clinic services.
 - Collect and analyze data on patient outcomes, service utilization, and operational efficiency.
 - Identify areas for improvement and implement strategies to enhance the quality and efficiency of mobile clinic operations.
- **Stakeholder Collaboration:**
 - Communicate effectively with diverse audiences and build strong working relationships.

5. Tentative Timeline

On May 19, 2025, the consulting timeline would like to begin. The deadline for a draft SOP, Standardized Treatment Protocols, and Emergency Medical Treatment Guidelines is May 29, 2025, following consultation with the relevant team within the organization. The first week of June is when the mobile team would like to receive in-person training.

6. Skills and competencies of the consultant

Successful consultants will be able to demonstrate the following skills and experience:

Qualifications:

- Master's degree in a relevant field, such as Medicine, Public Health, Healthcare Administration, or a related clinical discipline.
- Nine years of experience in a clinical setting, with a focus on primary care, urgent care, or emergency medicine.
- Experience in setting up and managing healthcare facilities, preferably mobile clinics or temporary medical sites.
- Strong knowledge of medical equipment and healthcare infrastructure.
- Proven ability to develop and implement SOPs, treatment protocols, and quality assurance programs.
- Experience in developing and delivering training programs for healthcare staff.
- Excellent communication, interpersonal, and training skills, with the ability to effectively instruct and mentor our organization's mobile clinic team.
- Strong organizational, problem-solving, and project management skills.
- Ability to work independently and as part of a team in a fast-paced, dynamic environment.

WCM commits to protecting community members and beneficiaries from any form of PSEA by employees, partners, or suppliers.

Interested consultancy groups should submit a cover letter, proposal, CVs of the consultants, and a group profile to wcmhr@worldconcern.org by **11th May 2025**.

Noted: Applications

submitted without these details **WILL NOT** be considered.