

**ICAP at Columbia University**

**Terms of Reference**

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| **Job Title:** | **Digital Health Manager** |
| **Reports To (Title):** | Head of Branch/Country Representative  Regional Digital Health Manager |
| **Location:** | Dushanbe, Tajikistan |
| **Deadline:** | October 04, 2024 |

**PROJECT SUMMARY:**

ICAP at Columbia University’s Mailman School of Public Health supports high-quality HIV-related activities around the world. ICAP works with host country government and non-government organizations to strengthen health systems and build capacity for programs related to HIV/AIDS and other debilitating illnesses like tuberculosis and malaria. In Tajikistan, ICAP implements PEPFAR/CDC-funded activities aimed to achieve HIV epidemic control by building capacity of local service providers to deliver effective HIV prevention, testing and treatment services and by strengthening HIV-related strategic information systems and improving data use for HIV program management.

**POSITION SUMMARY:**

The Digital Health Manager (DHM) will work under the direct dual supervision of the Head of Branch/Country Representative and the Regional Digital Health Manager and in close partnership with the Deputy Director for SI and all in-country M&E and program specialists, developers, and end users.

He/she will be responsible and accountable for all technical and programmatic efforts: to develop, support, and strengthen national and sub-national health management information systems (HMIS) for more effective HIV program management and ICAP program implementation; to develop and implement a digital transformation strategy that ensures the automation of processes, enhances operational efficiency, improves client experiences, and supports the company's innovative initiatives. Additionally, the DHM will oversee the collection of data from all HMIS to support ICAP’s performance monitoring and will be involved in the overall monitoring and evaluation of all ICAP in-country program activities (aggregation and analysis of data to monitor ICAP’s performance and effectiveness indicators; on-site data quality assurance collected and used by ICAP for program monitoring and reporting; and development of program implementation reports and dashboards).

**MAJOR ACCOUNTABILITIES:**

1. **Ensure the effective development, deployment, implementation, enhancement, and support of all ICAP-developed HMIS:**

* **Collaborate with National Partners and Stakeholders:** Work closely with national and sub-national partners to develop, support and strengthen health management information systems (HMIS), such as the Electronic HIV Case Management System (EHCMS), Electronic MAT Register (EMR), e-IBBS, e-Nurse, e-PrEP, HIVTEST, and other ICAP systems. Analyze current business processes and identify opportunities for software development, continuous improvement, installation, updates, technical support, and user training. Actively participate in the integration of innovative user-centered solutions into existing HMIS, ensuring

compatibility, scalability, and alignment with international recommendations and best practices. Promote the implementation of innovative technologies to improve system functionality and efficiency.

* **Managing Changes Associated with Digital Transformation:** Facilitate change management initiatives associated with digital transformation projects. This includes preparing stakeholders for changes, managing transition processes, and ensuring minimal disruption to ongoing operations. Actively participate in the integration of innovative solutions into existing HMIS, ensuring compatibility, scalability, and alignment with international recommendations and best practices.
* **User-Centered Training and Support:** Develop and deliver comprehensive training programs for ICAP, RAC, RNC, and PEPFAR-supported site specialists focused on enhancing their ability to retrieve, analyze, and use HMIS data for data management and program monitoring and assessment and decision-making.
* **Agile Collaboration and Continuous Feedback:** Conduct regular virtual meetings (e.g., via Zoom) with facility staff to demonstrate new features and gather feedback on HMIS enhancements to ensure that the system improve overall program effectiveness and evolves in line with user needs and operational requirements. Collaborate with end users to develop and maintain detailed use cases and user stories to clearly define system requirements, guiding the development efforts to ensure that the final products meet the users' needs and expectations.
* **Collaborating Closely with Software Developers:** Work with software development teams to ensure that digital solutions are successfully developed, deployed, and integrated. Provide clear guidance and oversight throughout the development lifecycle to align outputs with program requirements. Utilizing Scrum Methodology to manage and streamline project workflows. Conduct regular sprint planning, daily stand-ups, and retrospectives to facilitate iterative development and continuous improvement.
* **Technical Assistance and Strategic Planning:** Actively participate in the development of country-specific technical assistance work plans aimed at strengthening HMIS. Collaborate with stakeholders to ensure alignment with national health priorities.
* **Data Governance and Quality Assurance:** In close collaboration with ICAP M&E specialists, implement robust data management practices and Data Quality Assurance (DQA) procedures. Conduct both remote and on-site DQA visits to ensure data integrity across all system components.
* **Standardization and Documentation:** participate the development and regular updating of Standard Operating Procedures (SOPs), guidelines, and protocols related to HMIS to these documents reflect the latest best practices.
* **Sustainability and Knowledge Transfer:** Facilitate the transition of HMIS support from ICAP to national partners, ensuring that they are equipped to maintain systems independently.
* **Continuous Needs Assessment and System Development:** Regularly assess the need for further software enhancements, including the development of advanced reporting and data retrieval tools to meet evolving program needs. Engage in the detailed description of business processes, defining input and output data requirements, and specifying the necessary functionalities for information systems.

1. **Provide ICAP staff with HMIS data and build capacity for data retrieval at national, sub-national, and ICAP levels:**

* **Data Collection and Verification:** Collect, verify, and ensure the timely and accurate entry of MER and key performance indicators. Update Power BI dashboards on a routinely basis. Respond to data requests from donors and stakeholders.
* **Technical Assistance for Data Collection:** Provide targeted technical assistance to country teams, enabling them to effectively retrieve data from systems such as EHCMS, EMR, e-Nurse, e-PrEP, HIVTEST, and other systems.
* **Advanced Data Analysis Training:** Empower ICAP staff with the skills needed to use Microsoft Excel, Power BI and other data analysis tools. Focus on processing and analyzing HMIS data to drive evidence-based decisions and program optimizations.

1. **Ensure effective monitoring and evaluation of all ICAP in-country program activities**

* Conduct M&E activities of the program, including regular on-site monitoring visits to monitor the implementation of site-specific and specialist-specific plans.
* Prepare regular progress reports and dashboards for project management, including identifying gaps and bottlenecks and providing specific recommendations.
* Ensure accurate and timely reporting of data to the ICAP Regional office.
* Participate in regular meetings on data review with national partners and facilities.

1. **Perform other HMIS or M&E-related responsibilities as assigned.**
2. **Contribute to the preparation of annual workplans.**
3. **Act as a facilitator or trainer in areas of his/her knowledge as required.**
4. **Other duties as required by Head of Branch/Country Representative and ICAP Regional Office.**

**EDUCATION:**

University degree in computer science or health informatics. Advanced degree is an asset.

**EXPERIENCE, SKILLS & MINIMUM REQUIRED QUALIFICATIONS:**

* At least 3 years of practical experience working on design, implementation, management of digitalization projects and understanding of modern technologies and trends in digitalization.
* Experience in project management, with proficiency in Agile and Scrum methodologies.
* Ability to analyze business processes and propose optimal IT solutions.
* Experience working with ERP, CRM systems, and other corporate IT solutions.
* Proven practical experience providing technical support and maintenance to the systems and users.
* Experience of IT project management.
* Experience deploying HMIS, electronic medical records systems and database systems for patient and program monitoring is an asset.
* Practical experience developing guidelines, training curricula and standard operating procedures.
* Advanced knowledge and skills of Microsoft Excel (Pivot Tables and Charts, PowerQuery, PowerPivot).
* Basic knowledge of HTML5, CSS3, JavaScript, JQuery, Python, Flask framework, Jinja2, SQLAlchemy, PostgreSQL, MS SQL Server, My SQL.
* Working knowledge of modern DevOps Practices (such as utilizing Portainer to the management of Docker environments) is an asset.
* Proven computer proficiency allowing the person to use and create SQL-scripts, a variety of templates, complex tables, merges; manage table data, sort and filter merges, and perform basic work with existing Macros. Ability to customize toolbars, import and insert graphs, embed Excel data, and elaborate reports.
* Advanced knowledge and skills in data management.
* Working knowledge of R studio, Epi Info, RDS Analyst, ArcGIS, Stata, SPSS is an asset.
* Ability to manage several major activities simultaneously.
* Strong team-working skills and the ability to interact effectively with different departments.
* High level of responsibility and independence. Self-starter and fast learner.
* Essential: fluent in Russian and national languages and working knowledge of English

**TRAVEL REQUIREMENTS:**

Ability to travel to sites across the country.

All interested candidates should apply before October 04, 2024, via link:

<https://secure.dc4.pageuppeople.com/apply/996/gateway/Default.aspx?c=apply&sJobIDs=498436&SourceTypeID=796&sLanguage=en-us>