



**Support to the Health, Nutrition
and Population Sector Programme
in Bangladesh
BMZ-No.: 2003 66 237 / 2005 70 424**

Component A:
Health Financing

**Annex 6
Terms of References for Human Resources
of SSK Cell**

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Presented to:

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Terms of References for Human Resources of SSK Cell

1. Position: Executive Director (Dhaka-based)

Responsibilities:

Executive Director is the chief executive of SSK Cell and reportable to DG HEU. S/he will lead the SSK implementation activities. The mandate of the Executive Director is to manage day-to-day operations of the SSK and ensure that operations are consistent with the policies developed by the SSK working committee. The specific role of the director would be:

- Prepare the project implementation plan;
- Work collaboratively with all relevant stakeholders;
- Represent the SSK in different meetings;
- Establish and document program policies and procedures;
- Actively participate in the pursuit of new and ongoing funding for the program;
- Provide supervision of the SSK Human Resources;
- Develop and maintain networks with service providers and insurance companies;
- Finalize the enlistment of participating hospitals;
- Finalize the agreement with Insurance Companies and the enlisted hospitals;
- Monitor the disbursement of funds;
- Assist in the development and implementation of effective staff training for capacity building;
- Oversee and manage program budgets;
- Other duties as assigned.

Competencies:

- Must be a Bangladeshi national;
- Demonstrated expertise and minimum fifteen years experience in administration, financial management, programme management related to health care financing;
- Masters in Economics, health economics, Public Administration, or other relevant field;
- Demonstrated experience in budgeting and financial management, contract administration, grant writing, and resource development;
- Excellent oral and written communication skills both in Bengali and English;
- Highly organized with ability to develop program design, policy, and procedures as appropriate;
- Proficiency in various MS software's;
- Sufficiently informed about the health insurance concept in context to socio-economic condition of Bangladesh;
- Academic knowledge and professional experience on health care financing issues is preferred;
- Age should not be more than 50 years.

Professional Performance:

- Maintain professional standards of performance, demeanour, and appearance at all times;
- Perform tasks and responsibilities in a complete and timely manner, complying with agency policies and standards and conforming to scheduling requirements of this job description and program;
- Maintain a creative, team-building, cooperative approach to job performance and seek to bring a constructive, problem-solving orientation to all tasks;



- Exercise professional judgment at all times in keeping with the responsibility carried for the SSK;
- Actively strive to upgrade personal skills through engaging in appropriate professional training experiences.

2. Position: Financial Management Expert (Dhaka based)

The Financial Management Expert would be one of the senior members of the SSK and reportable to the Executive Director of SSK Cell. S/he would cover a critical role in this cell to oversee finance related activities undertaken by the service providers and insurance company in the SSK. The purpose of the position would be to provide financial and administration support to the SSK and develop a processes to ensure that the overall financial management system of the SSK is strengthened and robust. The expert will also build the capacity and transfer know how to the staff of service providers and relevant staff of SSK where necessary.

Key Responsibilities

More specifically, the Financial Management Expert shall consist of providing support to the SSK to:

- Report to the Executive Director on financial and administrative matters;
- Develop a financial management system for SSK to ensure that throughout SSK implementation there are adequate financial management systems in place;
- Oversee and manage program budgets and actively participate in the pursuit of new funding for the program;
- Develop an internal audit of the financial management systems, procedures and practices;
- Identify capacity gaps and areas, which may require improve strengthening;
- Put in place the necessary procedures, practices and training to fill capacity gaps;
- Ensure proper management and disbursement of SSK funds following a sound accounting, budgeting, financial control and audit procedures acceptable to the Government of Bangladesh;
- Prepare SSK budget together with the SSK Cell members;
- Prepare monthly, quarterly and annual financial reports for Executive Director and arrange timely financial information for internal audits of SSK accounts.

Competencies

- Should be a Bangladeshi national;
- The Financial Management Expert will have not less than 10 years in Public Administration, Business Administration, Organisational Development, Economics, Public Finance Management or related fields;
- At least five (5) years of demonstrated work experience as a Technical Advisor in Financial Management;
- Must have good knowledge of financial management policies and procedures of the GoB, multilateral financial institutions and development cooperation agencies;
- Good knowledge of the institutional, technical, and commercial aspects of financial management;
- Excellent skills in project management demonstrated in previous jobs;
- Proven track record in working effectively within multidisciplinary teams;
- Computer proficiency in standard office applications (Spread sheets, word processing, Internet Explorer), excellent communication, interpersonal and team working skills;
- Excellent oral and written communication skills both in Bengali and English;
- Age should not be more than 50 years

3. Position: Public Health Specialist (Dhaka based)

The Public Health Specialist would be one of the senior member of the SSK Cell and reportable to the Executive Director. S/he would cover a critical role at SSK Cell to oversee public health-related activities undertaken by the health facilities in the SSK pilot sites. The purpose of the position would be to support the SSK Cell in assuring the implementation of SSK components by health providers as well as by the Scheme Operator.

Key Responsibilities

The Public Health Specialist will:

- Provide strategic direction, technical advice, and overall supervision for the successful implementation of SSK activities and interventions;
- Report to the Executive Director on implementation of SSK benefit package and clients' satisfaction and demand;
- Participate in analyses of needs at the community level, assess resources available for addressing the needs of vulnerable households, and suggest innovative approaches for filling gaps in programming;
- Manage day-to-day interactions with relevant national and international organizations, civil society organizations and community networks;
- Oversee service providers and provide training to the SSK Programme Officers for building capacity;
- Ensure the effective implementation of SSK through community-based initiatives, including motivating community health officers, teachers, traditional leaders, and other local government representatives;
- Fulfil all GoB and DP's reporting requirements;
- Programme site visit to ensure the performance and implementation of the SSK;
- Undertake quality control measures to ensure efficient implementation of SSK;
- Analyse evidence gathered and communicate findings and recommendations to appropriate management officials through oral briefings and written reports;
- Identify potential risk areas and internal control flaws in the course of programme monitoring and reviews and make appropriate recommendations for corrective action;
- Function as the SSK focal point on public health matters;
- Perform other duties, including undertaking sensitive reviews, training and induction of staff.

Competencies:

- Should be a Bangladeshi national;
- Advanced university degree in Public Health/ Advanced university degree in Medicine or Nursing;
- Complementary education and/or professional training/experience in health insurance is desirable;
- Minimum of ten years of experience in public health program implementation in Bangladesh and/or in other developing countries;
- Experience in conducting evaluations of complex public health programs;
- An excellent reading and writing skill in English and Bengali;
- Ability to apply experience acquired in developing countries context to quickly identify challenges and potential solutions;
- Strong data analysis and database management skill;
- Ability to develop and deliver PowerPoint presentations;
- Ability to manage other public health professionals;

- Ability to interact with senior government officials displaying diplomacy, and cultural sensitivity;
- Ability to write clearly, concisely and convincingly;
- Must have Solution-Oriented Analysis skills, Sound Decision-Making capacity, Communicating Effectively, Promoting Team Work and Results based Orientation;
- Age should not be more than 50 years.

4. Position: Data Management Specialist (Dhaka Based)

The Data Management Specialist would be one of the senior member of the SSK Cell and reportable to the Executive Director. S/he would cover a critical role at SSK Cell to oversee IT-related activities undertaken by SSK at different levels of interventions; from SSK Cell to service provider level.

Key Responsibilities

- Data Management Support:
 - Support SSK management with definition of data and system requirements.
 - Maintain a close link to other MoHFW IT entities and external software providers to coordinate system activities of SSK Cell;
 - Support SSK Cell Medical and Financial specialist to design, test and implement reports to prevent fraudulent activities;
 - Conduct data analysis of raw data and aggregate data to detect financial or medical trends. Recognise project opportunities and threats.
- Software and Database Support:
 - Coordinate with stakeholders to understand the requirements / data needs;
 - Describe and analyse work process-flows and prepare documents;
 - Run SQL Queries, process and analyse data in MS Excel;
 - Use ETL/Reporting tools to design, create and/or modify reports.
- Testing:
 - Conduct trial tests to check for robustness of the software of other programmers and check for accuracy based on test plan;
 - Prepare the report highlighting the errors.
- Support:
 - Provide hand holding support for SSK users on usage of software and devices related to the product;
 - Coordinate support activities with DGHS;
 - Collect feedback from users on existing programs for any changes required;
 - Make necessary changes based on Change Request Process;
 - Provide continuous support for user queries.
- Training:
 - Prepare training material and conduct training to users on usage of software and associated devices.
- Other
 - Manage hardware inventory (including hardware of mobile teams and SO equipment).

Competencies

- Should be a Bangladeshi national
- Masters in any discipline/MBBS/BSc in Computer Science or IT, with MIS or computer software training from a recognized institute, vendor certification preferred;
- Member of any recognized computer professionals' society;

- Minimum 10 years overall experience in IT in which at least 5 years of specific experience in Health MIS data and/or database administration;
- Experience in foreign aided projects will be preferred;
- Highly skilled in analytical thinking;
- Good understanding of Health Informatics and Health Protection context;
- Knowledge of, Relational Database Management System (Preferably MySQL, MS SQL), Experience with Reporting Systems and Business Intelligence Concepts (ETL, Data Warehouses, Crystal Reports, Jaspersoft, Pentaho, BIRT, Talend);
- Excellent verbal and written skills in English and Bengali;
- Age should not be more than 40 years.

5. Programme Officer (Pilot District based)

Investigates assigned program areas and develops a clear understanding of these areas; keeps Executive Director informed of program-related activities; maintains close coordination with the other senior members of SSK Cell as needed to accomplish program goals and objectives.

Key Responsibilities

- Visiting pilot Upazilas is an integral part of the position for the implementation of SSK;
- Regular monitoring the process and collect recommendations from service delivery points;
- Communicating filed level problems, solutions and potentials to senior members of SSK;
- Developing in-depth knowledge of assigned program areas, including current issues and key resource people and organizations, and a clear understanding of how they fit into the SSK's interests. Developing and maintaining adequate resource files for assigned program areas;
- Developing proposals in the assigned initiative program area(s) and formulates recommendations for funding. Ensuring that proposal summaries are coherent and accurate, and that all required information is provided;
- Initiating periodic evaluation of progress assessment and further recommendation on the overall effectiveness of SSK interventions;
- Establishing and meeting specific work-related goals as outlined in quarterly work plans and gauged in quarterly and annual SSK plan;
- Attending meetings to support recommendations, providing information, and interacting with Directors and keeps other senior members informed.
- Performing other duties as assigned.

Competencies:

- Education: Master's degree in relevant fields;
- Work experience: Minimum 7 years relevant work experience, with 3 years experience in job-specific relevant field. Strong involvement over several years in health issues; grassroots work experience;
- Skills: Computer skills, including Microsoft Word, Excel, PowerPoint and experience with internet browsing. Excellent research, written and oral communication skills; interpersonal skills; demonstrated reliability, attention to detail;
- Capabilities: Solid judgment; critical thinking skills; a sense of teamwork and community participation;
- Conditions: Ability to frequent travel to programme sites;



- Age: Age should not be more than 40 years;
- Nationality: Should be a Bangladeshi national.

6. Position: Programme Manager/ Accounts Officer (Dhaka based)

The Programme Manager/ Account Officer is responsible for the provision of accountable and transparent financial management systems. Formally, the Programme Manager/ Accounts Officer is required to report to the Financial Management Expert, who will be the principal point of contact for supervision and support.

Key Responsibilities

- Payments, receipts and transactions;
- Oversee and reconcile petty cash;
- Maintain general financial records;
- Monitor and report on outstanding accounts;
- Prepare accounts and financial reports;
- Maintain the computerised accounting system, using relevant software;
- Maintain liabilities and assets aspects of accounts on a monthly basis;
- Assist in budgeting activities;
- Develop and maintain the SSK cash flow budget;
- Prepare and facilitate annual audit;
- Maintain all records to audit ready standard;
- Provide asset register;
- Maintain a computerised wages payment system, using relevant software;
- Back-up of computerised and other Financial Records on a regularly basis.

Competencies

- Should be a Bangladeshi national;
- Have at least Bachelor's degree in accounting;
- Competent in computerized bookkeeping;
- Minimum three years of experience in the financial tasks of a insurance company;
- Skilled in computerised payroll;
- Competent in keyboarding and internet applications;
- Good teamwork skills;
- Good oral and written communication skills;
- High level planning and organisational skills including efficient and effective time management and the ability to prioritise tasks;
- Age should not be more than 40 years.

7. Position: Driver

Key Responsibilities

- Inspect vehicle for defects and safe operating condition before, during and after trips;
- Install and remove tire as required;
- Knowledgeable in commercial driving and skills in manoeuvring vehicle at varying speeds in difficult situations, such as heavy traffic, inclement weather;
- Able to drive in all types of weather and conditions. This includes going forward and backing up long distances;
- Comply with regulations for the safe operations of a motor vehicle.

Competencies

- Should be a Bangladeshi national;
- Must possess a valid driver's license;
- Must have 5 years driving experience;
- Must have the ability to read and write English, perform simple mathematical calculations;
- Must have mental ability to handle simple calculations;
- Must have working knowledge of vehicle safety and control systems;
- Age should not be more than 40 years.

8. Position: Support Staff (Dhaka based)

Key Responsibilities

Support staff must be self-motivated and willing to work alone. Specific duties are:

- Office cleaning, empty rubbish and recycling bins in the office;
- Vacuum office floor;
- Serving employees & guests with Tea, Coffee, and Water etc.;
- Maintaining of inward/outward Register of documents;
- Despatching of Documents/files.

Competencies

- Minimum SSC pass;
- Presentable; well mannered;
- Age not more than 30 years;
- Open to work in office as well as field;
- Soft spoken.