



**TERMS OF REFERENCE
Coordination Officer**

**NATIONAL HEALTH SUPPORT PROGRAM
KHYBER PAKHTUNKHWA HEALTH DEPARTMENT**

1. Background

The **National Health Support Program (NHSP) Khyber Pakhtunkhwa (KP)** is an initiative designed to strengthen the healthcare delivery system across the province, addressing both structural and functional aspects to improve public health outcomes. The KP-NHSP aims to achieve comprehensive healthcare improvements by focusing on primary healthcare services, infrastructure development, and community engagement, ensuring equitable and quality healthcare for all citizens of KP.

2. Project Components

The National Health Support Program aims to improve access to an essential package of quality health services at PHC level for the population of Khyber Pakhtunkhwa.

There are 3 result areas encompassing 09 DLIs i.e. as under;

1. Primary Health Care (PHC) facilities meeting essential health services delivery norms, including in lagging areas and addressing climate risks
2. PHC providers delivering quality essential health services, including in lagging areas
3. Timely and appropriate referral between PHC level and higher levels of care, including in lagging areas.
4. TB case notification
5. Average provincial coverage of Penta- 1 and fully immunized children (FIC) within zero-dose priority districts.
6. Health information systems strengthened through greater integration and use of dashboard, including in lagging areas
7. PHC facilities reporting reductions in stock outs of select FP and nutrition commodities and essential drugs/medicines, including in lagging areas
8. Improved budgeting and budget flow practices
9. Domestic resource mobilization for PHC.

3. Objective

To strengthen equitable delivery and quality of essential health services at the primary health care level in support of Universal Health Coverage.

In particular the project will:

1. Strengthen equitable delivery and quality of essential health services at PHC level.
2. Improving coverage and quality of essential health services.
3. Strengthening Governance and Accountability.
4. Improving Health Financing and PFM.

Specific objectives of this technical assistance are:

1. To enhance the capacity of health managers and healthcare providers, improving the quality-of-service delivery.
2. To provide governance and accountability (M&E) support through the use of information technology and improvement in the capacity of the DGHS.
3. To deliver direct technical assistance for cross-cutting reforms for primary health care by providing consultants and third-party support to the DoH.

4. Structure and Staffing of the Program Management Unit (PMU)

The Department of Health, KP, oversees the NHSP implementation, supported by a Project Management Unit (PMU) led by a **Program Director (PD)**. The PMU includes specialists in health, procurement, finance, monitoring and evaluation, Coordinators and Research Associates to ensure effective project management and execution.

5. Scope of Work for Coordination officer.



The Coordination officer for the National Health Support Program (NHSP) in Khyber Pakhtunkhwa will oversee the coordination and implementation of program activities across all levels. The role involves liaising with key stakeholders, including government departments, development partners, and district health offices, to ensure effective communication and alignment of activities. The Coordination officer will assist in planning, organizing, and managing program operations, provide administrative support, and facilitate smooth workflow within the PMU. Additionally, the Coordination officer will support monitoring progress, prepare reports, address any operational issues, and ensure that program objectives are met in accordance with established timelines and standards.

6. Duties and Responsibilities

The Coordination officer shall be responsible for the following tasks:

i. Qualification and Experience:

- At least bachelor degree in Public Administration, developmental studies or equivalent.
- At least 5 years of experience in managing public sector programs, health sector reforms and other similar initiatives at national or provincial level.

ii. Required Skills and Specialized Techniques:

- Strong communication skills, including report writing and confidence in delivering complex presentations to a wide range of audiences
- Good project management, time management and problem-solving skills
- Ability to respond to deadlines and prioritize accordingly
- Ability to interact well and develop positive relationships with Stakeholders of different backgrounds
- Sound qualitative and quantitative skills, knowledge of Ms Word and Excel.

iii. Duties and Responsibilities:

- The Coordination officer will plan, execute and monitor the assigned project activities by Team Lead/PD.
- Drive the governance reform agenda under NHSP. Propose strategies for improving existing governance structures at provincial, district and sub district levels. Support in development of instruments for tracking of performance of various units of health.
- Coordinate all aspects of the tasks assigned, maintain all records for meetings and travel for the project. Conduct policy research to support assigned project(s).
- Develop and maintain accurate documentation for program activities and deliverables. Identify problems and negotiate corrective action concerning programmatic issues. Prepare and submit program reports in a professional and timely manner
- Contribute to Program deliverables and office-wide communications, including outline drafting, synthesizing, writing, slide-creation, formatting, editing, and design. Any other relevant tasks assigned.

8. Resources and Facilities

The Coordination officer will be provided with necessary resources, office space, and facilities to effectively manage above activities under the NHSP. Close collaboration with the PMU team, Health Department officials, and World Bank representatives is expected.

9. Reporting Requirements

The Coordination officer will report directly to the Program Director and Deputy Program Director, KP-NHSP, and submit regular progress reports, including monthly, quarterly, and annual updates, on program activities to the PMU and the World Bank.

10. Duration and Location

This is a full-time position based in Peshawar, KP, with the requirement to travel frequently to project sites across the province.