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**TERMS OF REFERENCE**

**Management Information System (MIS) Officer**

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**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 Management Information System (MIS) Officer**



The Management Information System (MIS) Officer for the National Health Support Program (NHSP) in Khyber Pakhtunkhwa will be responsible for centralizing, managing and maintaining the technological systems of various programs of the health department. The MIS officer will design, develop, and maintain the Management Information System (MIS) for the program.

Additionally, the MIS officer will support in analyzing the data, to ensure DLIs and DLRs of NHSP are achieved and support to the program in IT related interventions.

**6. Qualification and Experience:**

- A master's degree in Computer Science or a related degree is an advantage.
- At least 5 years of experience in MIS development and management, preferably in donor-funded programs or healthcare projects.
- Experience with World Bank-funded projects or other international organizations is a strong advantage.

**i. Required Skills and Specialized Techniques:**

- Proficiency in database management systems (e.g., SQL, Oracle).
- Proficiency in Python will be an advantage.
- Experience with data visualization tools (e.g., Power BI, Tableau).
- Knowledge of health informatics systems is a plus.
- Strong analytical and problem-solving skills.
- Excellent communication skills, both verbal and written.
- Internationally recognized relevant certifications.

**7. Duties and Responsibilities**

- The MIS officer shall be responsible for the following tasks:

**ii. Duties and Responsibilities:**

- To centralize various programs management information systems through API's as per requirement of the project. Design, develop, and maintain the Management Information System (MIS) for the program assigned project activities by Team Lead/PD.
- Establish protocols for data collection, validation, and entry across program sites.
- Liaison with IMU, DHIS, LHW, EPI and other Information Systems in other ensure the NHSP DLIs and DLRs and analyse the data.
- Design indicators and ways to collect and analyse data for tracking and reporting NHSP DLIs.
- To prepare technical/ requirement specification for IT related activities of the project.
- To develop and maintain the website for the NHSP.
- To manage the hardware, software and other IT related system of the PMU NHSP.
- Manage and Analyse large datasets related to healthcare delivery, program outcomes, and financial performance for timely decision making.
- Capacity Building and Training and Documentation and Knowledge Sharing.

**8. Resources and Facilities**

The Management Information System (MIS) 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 Management Information System (MIS) 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.