



JOB DESCRIPTION/ TERMS OF REFERENCE

JOB CODE : 0126

REVIEW DATE : 02/2025

JOB TITLE	PROFESSIONAL OFFICER, MONITORING AND EVALUATION
INSTITUTION	WEST AFRICAN HEALTH ORGANISATION
DUTY STATION	ABIDJAN, REPUBLIC OF COTE D'IVOIRE
GRADE	P4
ANNUAL SALARY IN US DOLLARS	44 965,64/52 379,70
DIRECTORATE	PLANNING AND HEALTH INFORMATION
LINE MANAGER	DIRECTOR, DPHI
SUPERVISING	N/A
EMAIL TO APPLY FOR INTERNAL CANDIDATES	intvn126me@wahooas.org
EMAIL TO APPLY FOR EXTERNAL CANDIDATES	vn126me@wahooas.org

JOB OVERVIEW :

Under the supervision of the Director of Planning and Health Information Directorate, the incumbent shall be responsible for designing and implementing the WAHO monitoring and evaluation system and supporting countries in the monitoring and evaluation of health systems.

ROLES AND RESPONSIBILITIES

1. Design and implement a monitoring and evaluation system for WAHO.
2. Promote a culture of monitoring and evaluation within WAHO.
3. Promote a culture of monitoring and evaluation of health systems in Member States.
4. Produce quarterly monitoring and evaluation reports to be included in the WAHO annual report
5. Work in collaboration with the health information unit on issues related to the production of health information reports
6. Collect, centralise and analyse all information relating to WAHO activities and programmes.
7. Collect, analyse and share information on the costs of implementing WAHO activities.
8. Support other departments in preparing and conducting surveys.
9. Conduct surveys and studies on the impact of WAHO's achievements at country level.
10. Monitor and evaluate national health policies in collaboration with countries.
11. Perform any other duties as may be assigned by supervisor.

REQUIRED QUALIFICATIONS, EXPERIENCE AND COMPETENCIES

Qualifications :

- A bachelor's degree in monitoring and evaluation from a recognised university.
- A post-graduate degree in monitoring and evaluation is essential.
- Professional technical knowledge/expertise in monitoring and evaluating activities, evaluation design, data analysis and reporting;
- Professional technical knowledge/expertise in methodological guidelines for different monitoring and evaluation models;
- Professional technical knowledge/expertise in demography, project management, statistics, and data management.



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Work experience :

- Demonstrate five (5) years of professional experience in the relevant field.
- Have a good general knowledge of ECOWAS and the role of ECOWAS Community institutions.
- Have technical or professional skills in decision monitoring, coordination, data collection and analysis.
- Demonstrated knowledge of information and public relations.

ECOWAS KEY COMPETENCIES

P4	LEADERSHIP:
<ul style="list-style-type: none">• Ability to bring groups together, by encouraging the active participation of all, by creating a climate of trust and mutual respect, and by applying effective techniques of group facilitation, by exploring their potential, motivating, and guiding them.• Ability to organise and lead a multi-departmental working group, implementing innovative solutions to solve problems or lead a small group of entry level professionals and administrative support staff.• Ability to follow the chain of command.• develop continuous learning techniques, combined with excellent coaching and mentoring skills; have a sound knowledge of new approaches to staff orientation to facilitate understanding of the position and the organisations;• Ability to assign tasks to supervisees and provide consistent and timely feedback on technical efficiency and competence.• Ability to effectively represent the Institution before external parties.	
P4	CLIENT SERVICE ORIENTATION
<ul style="list-style-type: none">• Consider the impact of a change in programme direction in relation to the needs of internal and external stakeholders.• Ability to promote and consider feedback from staff to streamline processes to meet deadlines that are important in relation to customer expectations.• Ability to remain calm and focused in high-pressure situations.• Be able to develop problem-solving, mediation and conflict resolution skills to deal with disagreements, complaints, bottlenecks, and time constraints that affect quality and workload.• Be able to anticipate the growing needs and expectations of customers to continuously improve the quality, timeliness and delivery of services and to respond promptly to questions from client departments.• Ability to communicate openly with clients, updating them on progress and issues requiring attention or resolution.	
P4	MULTICULTURAL SENSITIVITY AND ADVOCACY
<ul style="list-style-type: none">• Ability to implement programmatic changes in a way that ensures a bias-free work environment and ability to apply new regulations fairly and equitably.• Demonstrate experience and capacity in terms of compliance with policies, goals, objectives, and principles of appreciation of diversity in the exercise of daily duties and responsibilities; be able to promote or model behaviours that demonstrate tolerance and understanding of diverse cultures.	



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- Objectivity in dealing with conflict, regardless of cultural or gender differences, and help other staff members overcome cultural and gender biases.
- Ability to add value by leveraging diverse capabilities and contributions from diverse cultures, staff and clients.
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work;
- Ability to work in a diverse and inclusive interactive environment that builds on each other's strengths, drawing upon innovative practices.
- Ability to research good practice in organisational decision-making relevant to diversity management, ensuring that project and programme activities identify vulnerable areas and incorporate systemic control mechanisms.

P4

KNOWLEDGE OF ECOWAS

- Have a thorough knowledge of ECOWAS institutions and the relations between the different bodies, particularly about the programmes or professional sectors relevant to this position.
- Have a sound knowledge of an international organisation's policy and programme drafting approaches and project management.
- Have a sound knowledge of the relevant rules, procedures, and processes of an international organisation in relation to the tasks related to their own position.
- Thorough knowledge of Member States' development trends, indicators, challenges, and opportunities as it relates to projects/programmes assigned to own position.

P4

ANALYTICAL AND CRITICAL THINKING

- Be creative and flexible in moving away from traditional methods when drafting new procedures, processes and tools, using technology to simplify methods and approaches wherever possible.
- Ability to reassess current procedures with a view to making recommendations for improvement for an efficient and streamlined process.
- Be able to gather and synthesise information to anticipate stakeholder views on a new policy or programme; and have excellent analytical skills to assess external policies and trends when considering policy or programme options, benefits, drawbacks, and recommendations.
- Be able to summarise complex information gathered from various external and internal sources and disseminate it to other entities in a logical manner.
- Be able to apply an appropriate methodology to uncover or identify policy issues and resource concerns.

P4

COMMUNICATION

- Ability to evaluate, integrate and communicate on the latest developments in the field of specialisation using the guidelines and criteria of the institution or agency.
- Good interpersonal skills, negotiation, networking, and presentation skills with demonstrated ability to influence, explain complex information and demonstrate empathy and open-mindedness.
- Demonstrate operational computer proficiency using appropriate information and communication technology (ICT) tools;



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- Ability to convey information clearly and concisely in a succinct and organized manner through both writing and verbal means;
- Ability to listen carefully to encourage team members to communicate better with each other, be considerate of team members so that they feel valued and engage staff across institutions and agencies.
- Proficiency in information and communication technology (ICT);
- Have a good command (oral and written) of any of ECOWAS official languages, namely English, French, and Portuguese. A working knowledge of an additional one would be an added advantage.

P4	PLANNING AND IMPLEMENTATION
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- Have a sound knowledge of internal planning cycles and be able to contribute to the development and implementation of policy at the community or institutional level by determining the target audience, building coalitions with the appropriate population and monitoring progress:
- Be able to consider external circumstances, factors and trends when organising project activities in order to achieve the best possible results.
- Ability to review process results, correspondence, reports, and other policy documents to develop actionable plans.
- Be able to organise meetings with staff, stakeholders, colleagues, and others to assess the needs of the organisation's programmes and/or projects, adapting plans and activities accordingly.
- Be able to adjust project plans based on input from staff and stakeholders and/or design and implement guidelines, tools and templates duly factoring in new or revised programmes and services.

General Conditions

Citizenship

Applicants must be citizens of an ECOWAS Member State.

Age Limit

They must not be more than 45 years of age at the time of recruitment.