



# Hospital Care Programme Manager – Ukraine

Candidate Information Pack

July 2023

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## Introduction



This is an exciting time to join UK-Med. We have expanded significantly over the last few years and have an ambitious strategy in place for growth.

The world is experiencing an unprecedented level of humanitarian need. Natural disasters, disease outbreaks and conflict can hit at any time. The people affected are often the poorest and most vulnerable and the health problems they experience post-disaster are long-lasting. We believe that they deserve the highest quality emergency medical aid. We seek to save lives, but also to build resilient health systems so that people can lead healthy lives in the future.

At UK-Med, we work together to:

- **Respond** rapidly to emergencies, delivering the expertise needed to support local health services and save people's lives.
- **Prepare** health staff through training and capacity building, enabling health services to be better prepared for emergencies.
- **Learn** and share learning worldwide through our academic partners, ensuring patients get the best care.

This is a pivotal time in our history to join UK-Med. At the end of February 2022, we received the first of many calls asking for help with the crisis in Ukraine. We now have programmes across Ukraine including surgical support, health clinics, and emergency preparedness training. More than 20,000 people have already received direct support or training from UK-Med as a result.

In June 2022, we were awarded EMT (Emergency Medical Team) status by the World Health Organization. A month later, we were formally appointed to provide EMT services for the UK government. As such we are at the front line of the Foreign, Commonwealth and Development Office's response to humanitarian crisis and can also respond to any crisis, anywhere in the world, under our own banner.

We are very excited about our plans and hope you will join us on this extraordinary journey.

David Wightwick

**UK-Med Chief Executive Officer**

## Advert

Role:	Hospital Care Programme Manager
Hours:	Full time, with some weekend and evening working required to support the humanitarian programme delivery.
Remuneration:	Up to £4,000 GBP per month (dependent on experience)
Duration:	Open-ended – Dependant on funding
Location:	Ukraine (roving)

This role is part of our Ukraine Programme and will be carried out within Ukraine.

**Applicants must have an existing right to enter Schengen Zone countries in order to transit to Ukraine e.g. citizenship/residence of a Schengen Zone country, or an ETIAS eligible country (<https://www.etiasvisa.com/etias-requirements>).**

**Do you have healthcare management and leadership skills and the capability to supervise a team of diverse healthcare professionals?**

UK-Med is a frontline medical aid charity. Born of the NHS, we've been working for over 30 years towards a world where everyone has the healthcare they need when crises or disasters hit.

We are looking for an experienced Hospital Care Programme Manager to oversee the day-to-day operations of identified hospitals and other healthcare facilities based in Ukraine.

You will coordinate with the hospitals and the Ukrainian medical/surgical team to identify the needs and setting up a schedule, based on this you will elaborate and shape the TOR for the specialists to be hired and ensure the communication between the different stakeholders before the deployment.

You will support in communicating with other managers to resolve issues and make decisions regarding patient care, employee relations, budgeting and more.

You will participate in the planning, coordination and supervision of the team and ensuring that all team members are qualified to perform their jobs by conducting performance evaluations and making hiring decisions when needed.

You will have a positive and flexible problem-solving approach and be willing, able, and ready to deploy to support all UK-Med programmes and projects.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference.

## How to apply

To apply, please submit a **current CV and a supporting letter** (no more than 2 pages) that includes a detailed explanation of your suitability for this post with **specific reference to the essential criteria** in the person specification.

Applications must be submitted through our [online jobs portal](#) no later than **28<sup>th</sup> of July 2023**.

*UK-Med is committed to safeguarding of our personnel and beneficiaries and has a zero-tolerance approach to sexual exploitation and abuse. We conduct thorough vetting before any appointment is confirmed.*

*UK-Med is committed to the principles of diversity, equality, and inclusion. We strive to provide an inclusive and supportive environment where employees feel respected and supported to be able to fulfil their potential.*

## About UK-Med

**UK-Med ([www.uk-med.org](http://www.uk-med.org))**

We train and deploy medical teams and specialists to save lives when epidemics, conflict and natural disasters hit. As disasters grow more frequent, severe and complex there has never been a greater need to respond quickly and effectively. We believe in a world prepared to help.

It started in 1988 with a team of eight Manchester clinicians led by our founder Tony Redmond, when a huge earthquake ripped through Armenia. Teams continued to deploy throughout the 1990's and 2000s, and when Ebola struck West Africa in 2014 UK-Med stepped up. We recruited and trained the one hundred and fifty UK clinicians who worked alongside local medical teams, other NGOs and DFID to bring the outbreak under control.

UK-Med has deployed teams to a range of countries and crises including Cape Verde, China, Gaza, Haiti, Bosnia and Herzegovina, Indonesia, Jordan, Kosovo, Pakistan, the Philippines, Sierra Leone and Bangladesh. Our teams have undertaken a range of work on deployment including general medical care, trauma and surgical care, outbreak response and training of local healthcare staff.

## UK-Med Vision, Mission and Values

### Our Vision

A world where everyone has the healthcare they need when crises or disasters hit.

### Our Mission

We save lives in emergencies.

When health services are overwhelmed, we get expert health staff to where they're needed fast.

We help communities prepare for future crises.

### We Value:

#### Excellence

We set high standards for ourselves and the organisation. We strive to be outstanding in everything we do.

#### Determination

We have a can-do attitude and thrive on problem solving. No matter what the challenge, we explore all options so if there's a way we'll find it. We don't give up easily.

#### Compassion

We care about people. The health and wellbeing of our patients and our people is central to everything we do.

#### Learning

We believe in knowledge-sharing and giving people the means to develop their capabilities. We value learning and continual growth.

#### Collaboration

Working in partnership with stakeholders, communities and colleagues is key to the success of our work.

We respect the skills, knowledge and experience of those we work with and take care to listen and adapt to changes in need.

# Job Description

<b>Job Title</b>	Hospital Care Programme Manager
<b>Reports to</b>	Medical Coordinator
<b>Duration</b>	Open-ended (Dependant on funding)
<b>Hours</b>	Full time, with some weekend and evening working required to support the humanitarian programme delivery’.
<b>Place of work</b>	Ukraine (roving)

## Purpose of role

Oversee the day-to-day operations of UK-Med’s healthcare activities at the supported hospitals. Serve as a liaison between the country team, management and patients and ensure compliance with various government policies and legal regulations and in line with MoH/WHO/UK-Med standards of care.

## Key responsibilities

### Technical

1	Actively contribute to the definition of the UK-MED strategy in hospital care in Ukraine, identify needs, gaps and system strengthening requirements, propose and build programs to support hospital care for war wounded and cross cutting issues
2	Lead and manage and technically supervise the multidisciplinary teams working at the identified hospitals (physiotherapist, nurses, surgeons, microbiologists etc)
3	Ensure necessary tools and guidelines are in adherence to WHO and National strategy in all relevant technical areas, available and effectively used within the teams.
4	Support and lead the multidisciplinary teams to implements the activities on the Hospital Care Programme.
5	Ensure data collection is in place to inform programming and on-going evaluation of health activities in collaboration with MEAL and MedCo.
6	Contribute to internal and external reporting: sitrep, monthly reports, etc.
7	Support identifying needs for procurement and elaborate budgets accordingly.
8	Constant evaluation of needs related to secondary/tertiary healthcare, including visits to other hospitals, locations and modalities of services that could be implemented.

### Coordination

9	Develop and maintain relationships with key health actors and relevant WHO TWGs.
10	Develop and maintain relationships with stakeholders involved in the key hospitals
11	Be a focal point for SHC programme with UK-Med HQ and in country.
12	Participate in meetings with partners, municipal officials, and health facility staff to ensure smooth implementation of the program.

### Programme implementation support



13	Support the Multidisciplinary teams to ensure efficient planning and delivery of high-quality training and activities.
14	Work closely with Logistics Team to ensure that all logistics surrounding programme are accomplished.
15	Work closely with Medco to ensure that activities can be delivered as planned on the programme.
16	Ensure that multidisciplinary teams have the materials they need to deliver high-quality and impactful activities (including protection materials, training materials, equipment's, consumables, etc.)
17	Work with multidisciplinary teams on developing standardised training delivery materials, including facilitator guides, etc.
<b>Safeguarding</b>	
1	Comply with and uphold UK-Med safeguarding policies (including child protection, prevention of sexual exploitation and abuse, bullying and harassment) and all Codes of Conduct.
2	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>General duties</b>	
1	To ensure and promote Equality, Diversity, and Inclusion (EDI) in line with UK-Med's EDI Policy.
2	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
3	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
4	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
5	Work within the security framework and subsequent rules and procedures put in place for the deployment depending on the context
6	Treat all people including colleagues, patients and other beneficiaries, volunteers, partner staff and the general public with respect and ensure their dignity in interactions with you and UK-Med.
7	Other tasks as might be required to ensure effective delivery of UK-Med / READY / projects and programmes of work.

# Person Specification

## Secondary Health Care Programme Manager

<b>Qualifications / Professional Memberships</b>		
Q1	Qualification or equivalent experience in Health-related degree (e.g. BMBS, BMed, MD)	Essential
Q2	Master's degree in public health.	Desirable
Q3	Master's degree in health Programs and/or International Development	Desirable
<b>Knowledge, Skills, and Experience</b>		
S1	Experience working with multidisciplinary teams on developing and implementing health related programs, especially in austere and/or conflict/disaster affected areas	Essential
	Experience of working at hospital and collaborating with different departments	Essential
S2	Experience of coordinating work across a range of projects in health education and clinical settings which are in line with MoH/WHO protocols and strategy	Essential
S3	Experience of developing healthcare programs linked to secondary care systems and the establishment of integrated approaches across all supported departments	Essential
S4	Experience of effectively representing an organisation with internal and external stakeholders and building programs to address acute areas of need	Essential
S5	Experience of working as part of a multi-disciplinary team.	Desirable
S6	Excellent communication and interpersonal skills; able to communicate complex technical requirements and information in a simple way	Essential
S7	Excellent attention to detail around work planning and the use of systems with a strong commitment to quality control and standards	Essential
S8	Fluency in spoken and written English	Essential
S9	Additional languages, especially Ukrainian and/or Russian	Desirable
S10	IT proficiency, including MS Word, MS Excel, Email systems	Essential
<b>Personal Attributes</b>		
1	Highest standards of integrity and professional conduct	Essential

2	Strong organisational and leadership skills, complemented by sound management abilities	Essential
3	Excellent interpersonal skills and team working skills	Essential
4	A positive and flexible problem-solving approach	Essential
5	Excellent time and task management skills with the ability to balance a full and dynamic workload.	Essential
6	Willingness and ability to pass clearance checks and undertake overseas travel and deploy to humanitarian emergencies.	Essential
7	Excellent attention to detail around work planning and the use of systems with a strong commitment to quality control and standards.	Essential
8	Ability to work independently.	Essential
<b>Practical requirements</b>		
9	Ability to travel internationally to any of the UK-Med response including Ukraine and or to various field offices.	Essential
10	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities.	Essential
11	A commitment to own learning and development and willingness to undertake Continuing Professional Development.	Essential

## Key terms and benefits

<b>Salary:</b>	Up to £4000 GBP per month (dependent on experience)
<b>Working hours:</b>	Full time, with some weekend and evening working required to support the humanitarian programme delivery.
<b>Annual Leave:</b>	33 days per year including public holidays (equivalent to 14.5% additional holiday pay if in contexts where holiday cannot be
<b>Safeguarding:</b>	To ensure the suitability for the role's work with both adults and children, and/or work within regulated environments (CAA, MRHA) an assessment of suitability for this work will be completed which will include DBS / police checks. For work in some countries or funded by some donors we will also run a comprehensive sanctions / suitable person check.
<b>Health and medical</b>	Suitability for this work is a condition of employment. Health clearance as 'fit to deploy' by our occupational health provider is an essential requirement for deployment in this role.
<b>Professional Requirements:</b>	Registration with professional body
<b>Term of contract:</b>	Open-ended – Dependant on funding

# UK-MED

Building a world  
prepared to help