



Digital Health Manager, Liberia

Job location: Monrovia, Liberia

Department: Digital Health

Type: Full-time

About Last Mile Health

Last Mile Health (LMH) saves lives in the world's most remote communities by partnering with governments to bring critical primary care services to the doorsteps of people living in the last mile. Last Mile Health is a registered 501(c)3 non-profit organization with offices in Liberia, Boston and New York. For more information, visit www.lastmilehealth.org.

General Position Summary

The Liberia Digital Health Manager is a communicative, self-motivated, and technical savvy staff member that will oversee all digital health activities in Liberia. He/she will lead LMH's support of a new, nation-wide digital health and education initiative that is being deployed to 4,000 Community Health Workers (CHWs) and their 400 nurse supervisors (CHSSs) across Liberia. The manager is responsible for supervising all Liberia-based Digital Health staff and for achieving and reporting on department targets in Liberia.

The Digital Health Department "digitally enhances" elements of community health systems such as training, workforce management, supply chain, and M&E. The initiative equips health workers with android phones, battery packs, and a solar panel, along with several health apps customized for the program. The Digital Health Manager leads a 4-person Digital Health Team from Monrovia: the Digital Health Specialist and two roving Digital Health Operators. He/she is responsible for representing LMH's Digital Health Department at the Liberian Ministry of Health (MoH) and for coordinating activities through LMH's National Community Health Systems (NCHS) Team.

While based in Monrovia, this position is expected to frequently travel to different counties to support government coordination, training, and implementation of LMH's Digital Health application and activities. All Digital Health staff adhere to LMH's financial, behavior, and ethics policies, see projects through from beginning to end, communicate obstacles encountered to supervisors, and take on meaningful and challenging projects that change the world for the better.

Essential Job Functions

Lead: Supervise the Liberia-based deployment team members towards achieving the departments targets on time and at quality in both LMH's Managed Network and Assisted Network. Support the Digital Health Lead to develop LMH's Digital Health Strategy. He/she will specifically support the Deployment (scale) plan of the document, which will detail county-level strategies for scaling digital health in Liberia.

Consolidate feedback from Digital Health Specialist, Operators, and other departments, and regularly go on field visits to understand deployment problems and opportunities in Liberia. Coordinate with the other LMH and Digital Health team members to brainstorm and test new digital health innovations.

Coordinate digital health-related activities between Monrovia and county-based team members. Conduct regular check-ins, ensure team cohesiveness, promote LMH's culture code, maintain team morale, and support team members to achieve their operational plan activities and their weekly/monthly work deliverables.

Deploy: Design scalable digital health/education deployments strategies that function and transfer data in remote and offline environments. Work with the Digital Health Lead to maintain county-based deployment plans and advise on staffing plans and set realistic deployment timelines and cost estimates. Coordinate with the County Health Teams (CHTs), CHSSs, and other LMH departments to ensure that the digital health initiative is run successfully across Liberia including asset tracking/management, update roll-out, and data collection support.

Lead the development of video/text-based digital health related training materials and standard operating procedures. Design, cost, and facilitate in-person trainings for MoH, CHT, and program supervisors.

Build: Coordinate the design of new digital forms (xForms) and tools to be used on a custom fork of Open Data Kit (ODK) for the Liberia's National Community Health Assistant Program (NCHAP). Initially, the focus of these tools will be on digitizing NCHAP's Community Based Information System (CBIS) forms and integrating into existing MoH data systems as well as deploy a digital training solution. Collect, analyze, and integrate user feedback into new versions of these tools.

Support the design and testing of experimental digital health hardware, software, and areas of work such as new data transfer systems, new powering solutions, and performance-based incentive schemes. Coordinate LMH's digital payment interventions for CHWs, including a mobile money feasibility assessment and a health financing scheme that increases the ease and transparency in which CHW programs pay, supervise, and equip their workforce.

Represent: The Digital Health Manager is responsible for supporting the Liberia MoH and the NCHS Team to transfer ownership of the digital health initiative to the government of Liberia.

Attend MoH meetings and advocate for further utilization of digital health technologies and increase MoH engagement with digital health management systems (such as inventory management, xForm design). Provide government partners with technical assistance to plan, design, and deploy robust digital health tools and forms for the National CHA Program.

Improve: Digital Health Team members will push themselves to grow and develop in new ways. Plan professional development priorities, learn new skills, and share new and existing knowledge with other team members. Plan, conduct, and/or participate in trainings with LMH and government staff.

Qualifications

- Preference for an advanced degree in a relevant field such as public health or computer science, or management (Bachelor's degree considered for outstanding candidates)
- At least 2 years of experience designing and implementing Digital Health or ICT4D systems in field settings
- At least 2 years of experience in a managerial position
- At least 2 years of experience working in a developing country (with a strong preference for Sub-Saharan Africa experience/work within a national community health program)
- Experience with project and team management
- Experience working on ICT4D or Digital Health-related projects, preferably in an implementation/deployment role
- Understanding of community health work programs and knowledgeable of practices in deploying technology-based solutions in remote environments

- Strong understanding of conditional logic with developing digital forms (experience with Open Data Kit or Commcare preferred)
- Skilled in government engagement. The successful candidate must be a strong-willed negotiator, confident representative, and highly diplomatic
- Familiarity with healthcare data systems and relational databases
- Strong IT skills in Windows 10 and Android Operating Systems Strong skills in Microsoft Office suite, Trello, Gmail, Google Calendars, Google Drive
- Intermediate Microsoft Excel skills – core excel mechanics, formatting, comfortable working with pivot tables, and date/time/text functions.
- Analytic thinking with strong attention to detail, strong written and verbal communication abilities, and flexibility to coordinate with team members in other countries
- Eagerness to learn new IT concepts and analytic techniques within challenging, real-world conditions
- Flexibility to travel locally and internationally as needed
- Prior experience in a remote setting and willingness to travel to various program sites as needed
- Comfortability riding as a motorbike passenger in rough, off-road conditions.
- High level of initiative to innovate and lead in remote and resource-limited settings
- Commitment to health and social justice, and to the mission of Last Mile Health. Generosity of spirit, sensitivity, and willingness to make sacrifices in service of the mission
- Comfort working with a casual but high-performing team

Application Process

Please apply via the following link: <https://careers-lastmilehealth.icims.com/jobs/1061/digital-health-manager%2c-liberia/job>