

PIMS CODE: 10531725

College of Health Administrator

(Administrator - Education Programs - College of Health)

Koror, Palau

This assignment is part of the Australian Volunteers for International Development program, an Australian Government, AusAID initiative.

AVI has negotiated this assignment in good faith with the Host Organisation, and the information contained was correct at the time of acceptance of the request for an Australian Volunteer. However, while AVI takes responsibility for matters under our direct control, all assignments and arrangements are subject to change due to the inherent low levels of predictability in developing country environments. This assignment may be amended or withdrawn to reflect changes in circumstances.

HOST ORGANISATION DETAILS

ORGANISATION:	Ministry of Health, Republic of Palau
WEB ADDRESS:	www.palau-health.net

ORGANISATION PURPOSE, HISTORY AND ACTIVITIES

ORGANISATIONAL CONTEXT:	The Ministry of Health's mission is to take positive actions to attain a healthy environment, promote health and social welfare, protect family health and safety, and provide health care services for the all of the Palau's citizens.
HISTORY:	The MoH is the principal advisor on healthcare to the government and has the responsibility of ensuring that the physical, mental and social health of its citizens are always a priority. The Ministry employs over 400 people and incorporates the activities of the Administration, the Bureau of Clinical and Hospital Services and Bureau of Public Health.
MAIN ACTIVITIES:	Promotion and protection of public health through the provision of Primary and Preventative Health Services throughout Palau. Provision of clinical medical services to the public through the operation and management of public medical facilities.
SIZE OF ORGANISATION:	Total, the Ministry employs over 400 people and incorporates the activities of the Administration, the Bureau of Clinical & Hospital Services and Public Health. MoH is guided by the Minister, who is appointed by the President of Palau. Each sector of MoH is led by a director, and MoH works closely with Community Health Boards, who act as advisors. Total, the clients are the population of Palau, about 20,000, plus any number of the thousands of tourists coming through each year.

ASSIGNMENT DETAILS

CONTEXT AND PURPOSE OF ROLE:	CONTEXT: The College of Health is the mechanism through which the MoH will provide health education to staff and the community. The 4 core areas of health education that the college will focus on are: professional development for MoH staff, community education, partnership academic institutions, and partnerships with schools. This is still a new program, and there is the need to establish a
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The Australian Government is working in partnership to send Australian volunteers overseas through the Australian Volunteers for International Development Program.

www.ausaid.gov.au/volunteer

	<p>documented, coordinated sustainable delivery model for the college.</p> <p>ALIGNMENT WITH COUNTRY STRATEGY: One of the three Priority Outcomes for the Partnership for Development for Palau is improving the competency and skills base of health sector workforce. The College of Health Administrator fulfils this goal by developing the College of Health model, which will provide professional development to the 400 staff in MoH.</p>
ASSIGNMENT OBJECTIVE/S:	<p>1. Develop a document a sustainable professional education program which addresses the needs of MoH.</p> <p>2. Provide a series of targeted evidence based community health educational programs via the College of Health.</p>

WORKING RELATIONSHIPS	
LINE MANAGER:	Manager - Office of International Health
STAFF SUPERVISION:	None
OTHER STAFF:	The local counter-part is the College of Health Coordinator. The Administrator will also work with Human Resources, Public Health and Hospital Clinical Service Bureau.

DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER	
<p>Volunteers complete a work-plan in the first three months of their assignment, in consultation with their line-manager and relevant stake-holders. The duties listed below are an indication of the type of work that may be involved in meeting the Assignment Objectives</p> <ul style="list-style-type: none"> ▪ Liaise with key stakeholders to determine health education needs of MoH staff and wider community ▪ Plan, develop and coordinate a series of health education programs to meet the needs of diverse audiences ▪ Establish a mechanism to ensure the continuous quality improvement of MoH health education programs offered at CoH ▪ Provide training, mentoring and support to health education staff and allied staff in relation to appropriate education methods and techniques ▪ Advertise and promote CoH programs internally and externally ▪ Assist with quarterly reporting on CoH programs, numbers and student evaluations 	

START DATE:	<p>Start: Within 4 to 6 months of the close of applications</p> <p>There are approximately 4 group start dates into each country each year. New volunteers will arrive as a group, be met by the Country manager and participate in important compulsory in-country orientation, including security training and cultural appropriate behaviour.</p> <p>Please note that assignment start dates may vary due to delays in the processing of visa applications or changes in the partner employers circumstances.</p>
DURATION:	<p>24 months</p> <p>The optimum length of Australian Volunteer assignment s is 24 months so that relationships can be fully developed and skills passed on to the community.</p>

SELECTION CRITERIA

For instructions on preparing your application - refer to the Application Information section

CITIZENSHIP:	<ul style="list-style-type: none">Australian citizens, Australian permanent residents or New Zealand Citizens resident in Australia are eligible to apply for this assignment
QUALIFICATIONS:	<ul style="list-style-type: none">Relevant tertiary, professional or technical qualifications and/or certification; or equivalent work experience.Record of continuous professional developmentB.S. or B.A. in Education and/or Health
ESSENTIAL SKILLS & EXPERIENCE:	<ul style="list-style-type: none">Successful results in administration of education programs - planning, coordinating and documentingExperience in professional or technical education administration – preferably, but not necessarily in the Health related professions.Substantial skills in consulting with professional groups to determine training and education requirements – networking, meeting organisation and facilitation, turning feedback into actions.Substantial administration skills including being a consummate organiser, ability to research and propose creative solutions, and hands-on office skills - word processing, spreadsheets, database and desktop publishingDemonstrated success in building the skills of others through formal and/or informal training and coaching
DESIRABLE SKILLS & EXPERIENCE:	<ul style="list-style-type: none">Interest in design and the ability to use desktop publishing software such as “in design” is highly desirableAdvanced presentation skills and the ability to convey complex concepts clearly and effectively
ESSENTIAL PERSONAL QUALITIES FOR SUCCESSFUL VOLUNTEERS:	<ul style="list-style-type: none">Demonstrated success in consulting with stakeholders and facilitating the work of others to achieve an agreed outcomeSelf awareness, self reliance and resilienceA reputation for and commitment to integrityCommitment to team work, coaching, mentoring and developing othersAwareness and sensitivity of cross-cultural settingsPatience, tolerance and flexibilityRespect for the rights of children and commitment to child protection practicesCommitment to taking responsibility for own behaviour, particularly in compliance with security guidelines and social, ethical and organisational norms.Ability to cope with cultural isolation and a different standard of livingA preparedness to work with limited resources within a challenging environment <p>Please refer to detailed definitions of personal competencies</p> <p>http://www.australianvolunteers.com/volunteer/what-we-look-for.aspx</p>

WORKPLACE DETAILS AND CONDITIONS OF EMPLOYMENT	
WORKPLACE DESCRIPTION:	Ministry of Health at Belau National Hospital in Koror, the main urban centre and where most of the population resides. The hospital is approx. 3 km from the town centre.
TELECOMMUNICATIONS & COMPUTERS:	<p>There is internet access in MoH, but it is much slower than one is most likely accustomed to in Australia. The volunteer will have access to a computer in MoH, though it may be shared with another staff member.</p> <p>Your host organisation is counting on your flexibility. If there is no computer in your department, you are doing your host organisation a disservice by using your own laptop for your work. Flexibility means being able to come up with creative solutions to problems at work. If there is no computer, maybe you can help get one purchased for your work place. People also continue to do fantastic work without the aid of computers.</p>
HOURS/DAYS OF EMPLOYMENT:	From 9 am to 5 pm, Monday to Friday, 40 hrs. p/week.
LEAVE:	<p>Same conditions and terms as local colleagues apply, including national holidays (11 p/yr). 20 days of annual leave per year and 10 sick days allowed.</p> <p>A minimum of 1 week leave for each 3 months of work will be made available to Volunteers, if the workplace conditions are less than this.</p>
OTHER CONDITIONS:	<p>Out of hours work may be required: None</p> <p>Travel required: None</p>
LANGUAGE AT WORK:	<p>Language/s spoken in the workplace: English is widely spoken by the staff and Palauan is also spoken.</p> <p>The level of language competency in Palauan that a Volunteer will need to carry out this assignment is:</p> <p>Low: Polite social interaction & demonstrated attempt to learn</p> <p>The Volunteer will need to reach this level by:</p> <p>Language skills from AVI language support & their own effort while on assignment</p>
LANGUAGE SUPPORT:	There will be some language training during In Country Orientation. After that, it is up to the volunteer to continue if desired.

LIVING AS A VOLUNTEER:	
LOCATION	The Ministry of Health is located at the national Hospital in Koror, the urban centre. Koror is large enough town with a variety of restaurants, hotels and dive shops, but overall is not very urban. It is a beautiful setting, with a hilly landscape, and the ocean and rock islands visible from most vantage points.
NEAREST MAJOR CITY:	Koror is the city- and that is where the stores, restaurants, utilities, etc. are located. The capitol and airport are located about 45 minutes away. Taxis are widely available to get around- the costs vary depending on distances, generally a few dollars.
LOCAL CONTEXT:	<p>Palau is the most developed of the North Pacific countries, and it also has the largest tourism market. 100,000 visitors come to Palau each year, mostly from Japan, and as a result there are many dive shops, nice hotels and a wide variety of restaurants. The roads are well-paved, the houses looked well-cared for, and it is easy to forget the Palau is a developing country, at least until uses the phones and internet, which are slow and often drop calls.</p> <p>Palau is trying to retain some of its traditional culture, while much of it has taken</p>

	on Western customs and norms. The culture remains matrilineal, and most people consider themselves Christians.
LANGUAGES:	Same as workplace
SOCIAL, RECREATIONAL & SHOPPING OPTIONS FOR VOLUNTEERS:	<p>People come to Palau from around the world for water sports- most notably diving. Other (cheaper) recreational activities include swimming, snorkelling and kayaking- esp. through the rock islands. There are also many waterfalls and good hiking on Palau.</p> <p>Socially, there are a wide mix of people on Palau and many different things going on. The food is the best in the North Pacific. Shopping is largely limited to handicrafts and dive/snorkelling at the dive shops.</p>
CULTURAL & SECURITY CONSIDERATIONS FOR LIVING WITHIN THE COMMUNITY	<p>Palauan culture is a mix of traditional, Western and modern. It is worth it to take the time to ask questions and learn about the culture from friends, neighbours and co-workers.</p> <p>Age matters and the eldest in the family and at work garner the most respect. It is therefore important to show them the proper respect, whether you feel they have made a good decision or not.</p> <p>Dress is "island-casual"- but women should be sure to keep their thighs covered when out in public- no short skirts or shorts.</p>
MOBILITY	<p>Within in Koror, one can easily get around by foot and taxis, which are plentiful and cheap. Many expats do buy cars for the freedom it brings- Used cars from Japan (with the steering wheel on the right side) can be bought for only a few thousand US dollars, though gas is very expensive- currently around \$5 p/gallon. Another option is to buy a motor bike, as they are becoming fairly common in Palau and they are cheaper and use less gas than cars.</p>

ASSIGNMENT FUNDING			
LIVING ALLOWANCE*:		ACCOMMODATION ALLOWANCE*:	
AVI:	AUD 1000.00 per month	AVI:	AUD 350.00 per month
EMPLOYER:	AUD 0.00 per month/quarter	EMPLOYER:	AUD 650.00 per month
	<p>* These allowance levels are based on the Cost of Living in country. They will be reviewed periodically and may increase or decrease. Volunteers will be given notice of any change to the allowance level.</p>		
Accommodation:	<p>There is a wide range of housing in Palau and specifically in Koror. Almost all housing comes furnished, at least with basic furniture. The standard of the housing varies greatly from luxurious (about \$1600 p/mo) to standard (starting about \$500), so the volunteer will have many options in Koror, and if desired, outside of the urban centre as well.</p> <p>The hospital also offers accommodations within an easy walk of the hospital. Many expat doctors and nurses live here because of the ease of the commute.</p>		
OTHER INFORMATION:	<p>Utilities and phone are most often separate from rent. Electricity is normally the most expensive extra cost. If the volunteer uses air con, the monthly bill may be around \$200-250 p/mo.</p>		

OTHER ALLOWANCES & SUPPORT	
SETTLING-IN:	AUD 1,000 paid prior to start date #
RE-SETTLEMENT:	AUD 1,200 paid at conclusion of placement #

	<i>#Payable only on volunteer assignments longer than six (6) months.</i>
SUPPORT:	<ul style="list-style-type: none"> ▪ Pre-departure Briefing in Melbourne & In-country Orientation on arrival ▪ Pre-departure vaccination expenses ▪ Visa expenses ▪ Airfares at the commencement and conclusion of the assignment, to and from Australian base. ▪ Pastoral care, assignment monitoring and security guidance from AVI Country Office ▪ Psychosocial and medical advice & support services ▪ Medical and emergency insurance and evacuation coverage. ▪ Some funding is available for approved accompanying dependants subject to safety risks- ask your recruiter for more information. ▪ Re-entry support services ▪ See the AVI Volunteer Guide Book for full details

APPLICATION INFORMATION

Application Support and Enquiries

If you are interested in applying to become a volunteer, AVI Recruitment Consultants will work with you to provide context and information for self-assessment and research, guidance on the formal assessment and clearance steps, and opportunities for learning and networking to prepare for a successful assignment. You can contact and discuss your interest with a Recruitment Consultant at any time:

Toll Free: 1800 331 292

Email: recruit@australianvolunteers.com

Assignment Information, Selection Criteria and Recruitment Steps

Candidates for Australian Volunteers assignments are selected based on their likelihood to successfully meet the objectives of the assignment, in the context, culture and location of the host organisation and community.

Each assignment available for application will have a detailed Assignment Description available to download from the Advertisement page on the AVI web-site. We recommend that you research further relevant information from links and guidance within the assignment description, and through your own networks and information sources.

Full details of selection criteria used for assessing likelihood of success are included in each Volunteer Assignment Description, and on our website: <http://www.australianvolunteers.com/volunteer/what-we-look-for>

You can find an overview of the steps and time-lines involved in becoming a volunteer on this page of our website:

<http://www.australianvolunteers.com/volunteer/steps-to-becoming-a-volunteer>

Application Instructions

The first step is a written application.

We use the application information to assess if there is a sufficient match between the requirements of the host organisation and the applicant's skills, experience, qualifications and understanding of the unique role of

an Australian Volunteer. If there are many applications that are sufficiently matched, we will rank the applications, and progress to screening and interview those candidates who have demonstrated the closest match.

Background: The decision to undertake an assignment with Australian Volunteers International entails making a substantial commitment both in terms of the significant period of time that you are prepared to be separated from your family, friends and familiar surroundings as well as a willingness to accept the challenges that living, working and learning in a demanding cross-cultural environment involves.

The making of such a decision therefore needs to be done in a considered and reflective way. We suggest that it should be based not only on a desire to 'give something back' or 'to make a difference' for example, but also on a realistic assessment as to whether the timing is actually right, for you, reflecting on what you anticipate gaining from the volunteering experience and what personal attributes you feel would be required to ensure that such an experience was a satisfying and effective one for yourself and for the host organisation and host community.

Written Application

1. **Response to Selection Criteria:** Please begin by writing your responses to the following three questions, in a document headed - Response to Selection Criteria:
 - a. **Why do I feel that volunteering overseas is the right thing for me to doing at this time in my life?** (up to half a page)
 - b. **What are the biggest personal adjustments I'm likely to have to make to be accepted as a useful colleague and engaged community member in this assignment?** (up to half a page)
 - c. **How I match the Essential Skills & Experience:** Write a brief summary of your most relevant experiences, results and achievements against each criteria in the Essential Skills & Experience section of the Assignment Description.
 - *Use examples, particularly those that you think would be the most relevant to the assignment objectives, the duties, the host organisation context and the AVI personal competencies – the unique skills necessary for successful volunteering.*
 - *Do not respond to the other Selection Criteria sections in the Assignment Description – Qualifications, Desirable Skills & Experience or Essential Personal Qualities – these areas will be covered during interviews and reference checks.*
2. **Resume:** Prepare a comprehensive and up-to-date Resume which includes the key dates of your professional history.

Lodge your application

- Log in or Register on the AVI Web-site.
- Open the Advertisement page of the assignment.
- Click on the Apply Now link at the bottom of the page. This link will only appear if you are logged in.
- Complete a few on-line questions and upload your two pre-prepared documents: Response to Selection Criteria and Resume
- You will receive an automatic email acknowledgement of your application. Please contact the Recruitment team if you do NOT receive this email or if you have any difficulties – recruit@australianvolunteers.com

Response to your application

You will receive advice on the progress of your application within three weeks from the Close of Applications date. Please contact the Recruitment team if you do NOT receive advice - recruit@australianvolunteers.com

Recruitment Principles

The needs of the Host Organisation drive our recruitment and selection practice. AVI is seeking the best available and most suitable volunteer to meet the needs of the Host Organisation.

AVI will assess applicants using merit based and transparent processes to select the best available candidate who has a reasonable chance of achieving the assignment objectives within the cultural and environmental context of the host organisation, in a manner consistent with the AVI Personal Competencies, and whose personal circumstances allow them to realistically commit to the full term of the assignment.

AVI respects the rights of the children in the communities in which we serve. Volunteer candidates will be asked to demonstrate their commitment to child protection practices and undergo police and background checks.

Flexibility is essential – there are low levels of predictability in all aspects of international volunteering.

If no candidate is able to demonstrate a reasonable likelihood of achieving the assignment objectives, or meeting the Selection Criteria, the assignment will be re-advertised or withdrawn.

There are significant potential health risks and other hazards - both foreseeable and unforeseeable - associated with participating in international volunteering. Volunteers, host organisations and AVI share responsibility for the management of risks associated with international volunteering. Throughout the recruitment process, candidates will be informed of likely risks associated with volunteering, and provided with the opportunity to explore how these risks will affect their ability to commit. Volunteers accept that there is a shared responsibility for identifying, planning for and managing risks.

Volunteer candidates demonstrate their ownership of this responsibility by providing full disclosure of personal and health challenges that they may face in managing the risks of a Volunteer assignment so that appropriate support, risk management and insurance coverage can be arranged.

Starting your research

Australian Volunteers for International Development program:

www.ausaid.gov.au/volunteer

Travel Safety information:

<http://www.smarttraveller.gov.au/zw-cgi/view/Advice/>

AVI Approach to Development:

www.australianvolunteers.com/about-us-/how-we-work

Australian Volunteers Code of Conduct:

<http://www.australianvolunteers.com/media/128555/avi-code-of-conduct.pdf>

AVI Child Protection Policy and Procedures

<http://www.australianvolunteers.com/media/128561/avi-child-protection-policy-v2.1.pdf>

<http://www.australianvolunteers.com/media/128558/avi-child-protection-procedures-dec10.pdf>

AVI Recruitment:

<http://www.australianvolunteers.com/volunteer/what-we-look-for.aspx>

<http://www.australianvolunteers.com/volunteer/steps-to-becoming-a-volunteer.aspx>

AVI Fact Sheets for Couples and Families Exploring Volunteering

<http://www.australianvolunteers.com/volunteer/faq.aspx#Can%20I%20take%20my%20partner>