

Medical Database Advisor Cebu City, Philippines

This assignment has been negotiated in good faith with the Partner Organisation, and the information contained was correct at the time of acceptance of the request.

However, while we take 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 This assignment may be amended or withdrawn to reflect changes in circumstances.

GENERAL DETAILS

Assignment Title	Medical Database Advisor
Partner Organisation	Glory Reborn
Website of Partner Organisation	https://www.gloryreborn.org/
Duration of Assignment	12 months
Start Date	

1. PARTNER ORGANISATION OVERVIEW

Glory Reborn is a non-government organisation providing compassionate and holistic care to marginalized mothers and babies and actively working to reduce maternal mortality for one of the most vulnerable populations in Cebu, Philippines. Glory Reborn offers high-quality holistic care and is saving lives, one mother and baby at a time. From their humble beginnings of a small apartment where they provided maternity care with just 3 midwives, they have now grown into a fully licensed maternity clinic providing sustainable employment for Filipino professionals and offering round the clock services to their clients. Since their birth in 2003, Glory Reborn has ensured over 4,300 healthy mothers and babies. Glory Reborn safely births a generation through maternal care, newborn care, spiritual and emotional support, and community outreach.

They have 5 main programs: 1) Maternity Care (Prenatal, Labor, Delivery), 2) Newborn Care (Newborn check-up, breastfeeding support, newborn hearing screening, newborn screening, immunization), 3) PostPartum Maternal Care (check-up), 4) Family Planning, and 5) Community Outreach Program.

They have a Chief Executive Officer (CEO) who is in-charge of daily operations and decision-making for the organisation and about 32 full time staff composed of physicians, nurses, midwives, social workers, outreach workers, pharmacists, accountants, and administrative workers.

2. ASSIGNMENT OVERVIEW

According to statistics in 2014, 23.1 million Filipinos live below the poverty line and are unable to afford quality health care. The Philippines failed to reach its targets for the Millennium Development Goal 5 on maternal health. The maternal mortality rate for 2015 was 114 maternal deaths per 100,000 live births, more than double the targeted rate of 52. According to UNICEF, 13 mothers die in the Philippines every day from pregnancy-related complications. The Philippine Statistics Authority in 2013 noted that *“Only 42% of deliveries in the poorest households had a skilled attendant at birth compared to 96% of deliveries among the richest households.”*

Currently, most of Glory Reborn’s reporting is done manually and they are very eager to take all of their patient scheduling and database digitally. They have safely delivered over 4,300 babies and cared for hundreds more in their outpatient department. At present, they have over 6,000 manual charts stored and they are accumulating more each day.

With this, a volunteer is needed to assist Glory Reborn in identifying the best online medical patient database appropriate for their needs that is also user-friendly and in increasing the capacity of staff in database implementation and management. The role will entail assessment, research, writing, data extraction from manual sources and transfer to online database, coordination, and capacity building. They have a big hope to go paperless for more efficient delivery of services.

3. ASSIGNMENT OBJECTIVES

Objective 1: To assist Glory Reborn in identifying the most appropriate online medical database for their needs

Objective 2: To increase the capacity of staff in implementing and managing the database

Objective 3: To ensure the **inclusion of all people** directly affected by the volunteer assignment in the course of your work with the partner organisation and host community, including implementing strategies that relate to:

- a. promoting gender equality and empowering women,
- b. disability inclusion, and
- c. child safeguarding.

4. DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER

In consultation with their line manager and relevant stakeholders, Australian volunteers complete a work plan in the first three (3) months of their assignment. The duties below are an indication of the type of work that may be involved in meeting the Assignment Objectives:

- Assess the current database management system and identify strengths and gaps
- Assist in identifying most appropriate and user-friendly online medical patient database (system should be Mac, web, and mobile compatible)
- Certify Glory Reborn's IT Database with appropriate local agencies (Department of Health and the like)
- Train and mentor a lead staff to continue implementing and managing the database
- Develop a comprehensive ICT plan, including implementing policies, protocols, user guides, troubleshooting, and capacity enhancement programs

5. SELECTION CRITERIA

Qualifications, Essential Skills & Experience

- Degree in Healthcare Administration, Management Information Systems, Database Administration and Management, Information Technology, or any related field
- At least 2 years' experience in healthcare/ clinical administration, patient database and medical record management, and Information Technology
- At least 2 years' experience in training teams on database implementation and management

Desirable Skills & Experience

- A healthcare professional such as a nurse, doctor, or healthcare facility IT Manager
- Experience in working with hospitals and healthcare providers
- Proficient in basic computer tools such as Microsoft Office and HTML and MIS development systems and software
- Collaborative and can work well with teams
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6. ASSIGNMENT INFORMATION

Line Manager

Chief Executive Officer

Working Relationships

The volunteer will be working with the Information Technology (IT) focal person as counterpart and may occasionally meet with women and children beneficiaries and clients.

Hours & Days of Employment

As in most NGOs, the official work hours are from 9 a.m. to 5 p.m., Monday to Friday. However, there may be times when work is required on weekends or after hours, especially when training healthcare workers on night shift, the volunteer can arrange time off in lieu.

Australian volunteers are expected to work the equivalent of a 5-day week to a maximum of 40 hours per week.

Leave Entitlements

All volunteers are entitled to 20 days leave per 12 months, unless otherwise advised.

Same conditions and terms as local colleagues apply, including national holidays.

Professional Indemnity Insurance

Professional indemnity insurance is required for all volunteers who are acting as a medical, allied health or legal professional whilst on assignment. On these assignments professional indemnity insurance must be provided by the partner organisation, Australian organisation (if applicable) or self-arranged by the volunteer as part of ongoing professional obligations.

For all other assignments, professional indemnity insurance is not automatically provided for Australian volunteers. You should consult your partner organisation about the need for professional indemnity insurance for your role prior to your departure. Where required and/or you consider it essential for you to hold this insurance, please discuss this with the Volunteer Services Manager in Melbourne prior to your departure.

This assignment is not deemed to require professional indemnity insurance.

Other Conditions

If required to work after hours, volunteer is entitled to time off in lieu because there is no overtime pay provisions.

Language Skills and Level Required

The local language is Cebuano but most people speak English, which is one of two official languages in the country. Most office documents and signage are in English. The volunteer can use English for both work and social interactions.

Language Support

Volunteers are taught basic conversational phrases in Filipino, the national language, during in-country orientation. Volunteers can also avail of funds to support additional language training, e.g., in Tagalog, during their assignment.

7. LIVING AS A VOLUNTEER

Known as the “Queen City of The South”, Cebu is a bustling metropolis and the country’s oldest city. It was the first Spanish settlement and capital of the Philippines. It is considered as the birthplace of Christianity in the Far East and the "Second City" of the Philippines after Manila.

It is home to famous historical sites such as Magellan’s Cross- a Christian cross planted by Portuguese and Spanish explorers upon arriving in Cebu, Fort San Pedro- a military defense structure built by the Spanish, Cebu Metropolitan Cathedral- one of the oldest churches in the country, and so many more government and non-government offices, schools, parks, shopping malls, restaurants, establishments, and entertainment places.

Cebu City is highly urbanized. Most residents are Christian, mainly Catholic but there are also Muslim, Hindu, and Buddhist communities. Transportation around the city is by the local buses, jeepneys, tricycles, UV expresses, taxis, and grab cars.

There is a wide variety of cuisines and restaurants to choose from. There are many Filipino, American, Japanese, Korean, and Chinese restaurants in Cebu City. There are also vegetarian/vegan restaurants. Local food stalls and establishments usually serve a mix of pork, beef, chicken, seafood, and vegetable dishes with rice.

The telecommunication access is good. Mobile networks have moderate to strong signals and there are few establishments with public wifi.

8. ALLOWANCES & SUPPORT

These allowance levels are based on the Cost of Living in the partner country location. Allowances will be reviewed periodically and may increase or decrease. Volunteers will be given notice of any change to the allowance level.

Living Allowance

AUD \$1,088.00 per month

Accommodation Allowance

AUD \$709.00 per month

Housing

Partner Organisation will provide assistance to the in-country management team in identifying suitable, secure, and affordable accommodation for the volunteer.

Other Allowances & Support

All Australian Volunteers program volunteers receive the following:

- Pre-departure Briefing in Melbourne
- In-country Orientation on arrival
- Pre-departure vaccination expenses
- Visa expenses
- Pastoral care, assignment monitoring and security guidance
- Return airfare to country of assignment
- Psychological and medical advice and support services
- Re-entry support services
- Settling in allowance (assignments longer than 6 months)
- Re-settlement allowance (assignments longer than 6 months)

9. PREPARING YOUR APPLICATION

As a part of your online application you will be required to answer the following questions through a video recording (if you are unable to submit through the online video due to accessibility please contact the Recruitment Coordinator).

Response to Selection Criteria

- a) Why do I feel that volunteering internationally is the right thing for me to be doing at this time in my life?
- 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?

- c) The Australian Volunteers Program is committed to ensuring the inclusion of all people directly affected by the volunteer assignment, such as the partner organisation and host community. What is your personal experience and/or understanding of social inclusion.
- d) How do I match the Qualifications, Essential Skills & Experience? Include your most relevant experiences, results and achievements responding to each of the selection criteria in Section 5.

Personal Circumstances Constraints

The Australian Volunteers Program recognises and values the enhanced skills and expertise of returned volunteers as a result of their volunteering experience. The program is also designed to maximise international volunteering opportunities for all Australians. With this in mind, if a returned volunteer and a candidate who has not volunteered previously apply for the same role, preference will be given to the latter, providing they meet the personal and professional selection criteria for the role.

We are NOT able to accept applications from people with the following personal circumstances due to security, cultural, legal or visa restrictions in this location:

- Same sex partners who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa
- Applicants with partners to whom they are not legally married and who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa
- Applicants with a criminal record where a criminal conviction may be relevant to the inherent requirements of the assignment.

10. HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you haven't already done so, you will need to register on our website prior to applying.

The Australian Volunteers Program is committed to increasing Indigenous participation, and we actively encourage applications from Aboriginal and Torres Strait Islander people. If you would like more information or support with your application, you can contact our Indigenous Programs Coordinator on indigenous.programs@australianvolunteers.com.