

Job title:	Knowledge Management Officer	Location:	Buea, Cameroon
Donor title:	Knowledge Management Coordinator		
Department:	Technical	Length of contract:	Two years
Role type:	National	Grade:	8
Travel involved:	Up to 40% mainly within country	Child safeguarding level:	3, slight risk
Reporting to:	Operations Research Specialist	Direct reports:	None
Dotted line manager:	N/A	Indirect reports:	None

Organisational background

Established in 2003, Malaria Consortium is one of the world’s leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

Country and project background

Cameroon is one of the 10 African countries with the highest burden of malaria. Despite the scale-up of malaria interventions across the country, the disease remains a major cause of morbidity and mortality, with vulnerable populations, particularly conflict-affected communities, at increased risk. (World Health Organisation, 2019). As a result of recent conflict, a significant proportion of Internally Displaced People (IDPs) now reside in remote forests and farmlands where they have almost no access to basic healthcare, including malaria prevention and treatment services, which is likely to contribute to the high malaria-related morbidity in these regions (Health Cluster, 2019).

Cameroon is deeply committed to making progress towards the achievement of the Sustainable Development Goals and it recognises the fact that, without firm efforts to control malaria, achievement of the targets related to child mortality, maternal mortality, and reducing the burden of communicable disease will not be possible. Malaria therefore constitutes a significant development challenge for Cameroon. The country's strategy to reduce the malaria burden is documented in the national strategic plan, including objectives to reduce both malaria mortality and malaria incidence from 2015 levels by 60% by 2023.

'Breaking barriers in access to effective malaria treatment amongst conflict-affected communities of the South West and Littoral regions of Cameroon' is a research project implemented by Reach Out Cameroon in partnership with Malaria Consortium and Konmofamba Action Sans Frontière. The overall objective is to develop, implement and evaluate scalable, replicable, and innovative approaches to improve access to effective malaria case management through community-based services in conflict affected and host communities in the South-West and Littoral regions of Cameroon by 2023. The specific objectives are: a) to understand barriers to access to appropriate case management of malaria for IPD communities in the two regions; b) to identify at least two innovative solutions, appropriate to the context, with the potential to increase coverage and quality of community-based management of malaria in conflict-affected communities; c) to evaluate the feasibility of the interventions and their acceptability among target populations, CHWs, health facility workers, and health district and regional health authorities; and d) to evaluate the impact of the interventions on coverage of appropriate treatment of malaria by CHWs, including severe malaria. Malaria Consortium's role in the project is to provide technical assistance and guidance on the operational research design and implementation.

Job purpose

The Knowledge Management Officer will support the Operations Research Specialist to provide technical guidance (research design, statistical and analytical support), in all project research output areas. In addition, he/she will contribute to the learning agenda, working closely with the other team members in the project. The position holder will contribute to evidence base and support (and lead as appropriate) peer-reviewed publications, technical reports, conferences and presentations.

Scope of work

The Knowledge Management Officer will report to the Operations Research Specialist.–S/he will provide direct technical assistance and implementation support for operations research to the project and its partners. The post holder will be a member of Malaria Consortium's Public Health Communications Community of Practice. The post holder will work with the project team to support high quality operations research in the Improving Malaria Response project.

Key working relationships

The Knowledge Management Officer will work closely with the Operations Research Specialist and the project team, in particular the Project Supervisor, Project Manager and the Monitoring and Evaluation Officer. In the implementation of surveys and other data collection activities, he/she will need to liaise with local stakeholders such as partner organisations, academic institutions and subcontractors.

Key accountabilities

1. Knowledge Management contributions (85%)

- Support the coordination of day-to-day technical preparations, implementation and evaluation of research activities in South West and Littoral regions;
- Support the ‘Improving access to effective malaria case management, Cameroon’ operations research project implementation and outputs, quality control data and support quarterly project performance assessments and other reports as required;
- Support the development of field testing of innovative tools and approaches in surveys, rapid assessments, routine data collection and surveillance;
- Support statistical analysis of operations research data including surveys, and contribute to reports and publications to disseminate among partners;
- Contribute to the writing of quarterly and annual reports for donors and other audiences as required;
- Coordinate the implementation of in-country dissemination and research uptake activity plans, such as stakeholder consultations, media engagements, and country specific project learning outputs;
- Support the project team in managing activity plans, contractors/consultants and budgets for specific operational research activities;
- Coordinate, and as appropriate lead, the documentation of operations researches and lessons learnt from the project including production of manuscripts for publication in peer-reviewed journals, learning briefs, learning papers and general documentation (e.g. narrative reports, infographics);
- Coordinate the dissemination of lessons learned to national and global audiences through conference presentations, peer-reviewed publications, and technical reports.
- Create and manage communications databases (photos database, media and external contacts list, external outputs dissemination log)

2. Capacity development in knowledge management (10%)

- Participate in building project capacity in knowledge management and operations research, mainly in the NMCP but also where appropriate within project partner organisations;
- Support the project team in capacity development efforts to strengthen both individual and institutional capacities within district health teams, communities, the NMCP and GFATM Cameroon.

3. External Representation (5%)

- Participate in national or regional technical working groups as relevant;
- Represent ‘Improving access to effective malaria case management, Cameroon’ at regional, national and international meetings as required, and participate in technical discussions and strategic planning meetings of the project technical team.

Person specification

Qualifications and experience:

Essential

- Master's degree in public health, social sciences, communication, development studies or relevant discipline, or equivalent experience
- Extensive experience in a knowledge management role with an excellent understanding of operations research;
- Good project management skills;
- Demonstrated experience in survey design, implementation, analysis, and report-writing;
- Previous public health sector experience in sub-Saharan Africa countries, preferably Cameroon;

Desirable

- Experience of working with Ministries of Health;
- Experience in working effectively with government and non-government partners.
- Experience in setting up standards of quality as well as internal quality assurance mechanisms.
- Experience in research uptake

Work-based skills and competences:

Essential

- Demonstrated ability to work independently as well as collaboratively on a team, particularly with Ministries of Health and/or other government sectors and partners and the GFATM;
- Proven ability in transferring skills, particularly working with government and non-government colleagues;
- Demonstrated verbal and written communication and presentation skills;
- Results-oriented attitude to work;
- Expert competency level in reviewing, understanding and synthesising data for sharing with wider audiences;
- Significant knowledge in evaluation design and implementation of large-scale project M&E systems;
- Practical organisational skills with the ability to manage a fluctuating workload, prioritise and re-prioritise when necessary and meet tight deadlines;
- Able to travel to project regions for up to one week at a time to oversee surveys or other data collection activities;
- Excellent command of English and French with exceptional writing and communication skills and the ability to present information in clear, concise, and compelling ways;
- Computer literacy, including high degree of skills in MS Office and Stata.

Desirable

- Significant knowledge in communicable disease control and particularly malaria;
- Strong writing skills with publications in peer-reviewed journals;

- Data-driven decision making mentality.

Core competencies:
Delivering results
LEVEL C - Supports others to achieve results <ul style="list-style-type: none"> ✓ Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets ✓ Supports others to plan and deliver results ✓ Supports others to manage and cope with setbacks
Analysis and use of information
LEVEL B - Uses evidence to support work <ul style="list-style-type: none"> ✓ Identifies and uses various sources of evidence and feedback to support outputs ✓ Uses evidence to evaluate policies, projects and programmes ✓ Identifies links between events and information identifying trends, issues and risks ✓ Ensures systems are in place to address organisation needs
Interpersonal and communications
LEVEL C - Adapts communications effectively <ul style="list-style-type: none"> ✓ Tailors communication (content, style and medium) to diverse audiences ✓ Communicates equally effectively at all organisational levels ✓ Understands other's underlying needs, concerns and motivations and communicates effectively in sensitive situations ✓ Resolves intra-team and inter-team conflicts effectively
Collaboration and partnering
LEVEL B - Collaborates effectively across teams <ul style="list-style-type: none"> ✓ Proactive in providing and seeking support from expert colleagues ✓ Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution ✓ Proactive in building a rapport with a diverse range of people
Leading and motivating people
LEVEL B - Manages own development and seeks opportunities <ul style="list-style-type: none"> ✓ Actively manages own development and performance positively ✓ Learns lessons from successes and failures ✓ Seeks and explores opportunities within Malaria Consortium which develop skills and expertise
Flexibility/ adaptability
LEVEL B - Remains professional under external pressure <ul style="list-style-type: none"> ✓ Able to adapt to changing situations effortlessly ✓ Remains constructive and positive under stress and able to tolerate difficult situations and environments ✓ Plans, prioritises and performs tasks well under pressure ✓ Learns from own successes / mistakes
Living the values
LEVEL B - Promotes Malaria Consortium values amongst peers <ul style="list-style-type: none"> ✓ Shows a readiness to promote Malaria Consortium's values amongst peers ✓ Promotes ethical and professional behaviour in line with Malaria Consortium's values
Strategic planning and thinking and sector awareness
LEVEL B - Is aware of others' activities and vice versa in planning activities <ul style="list-style-type: none"> ✓ Takes account of team members and others' workloads when planning. ✓ Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments and needs ✓ Has a good understanding of the sector in which Malaria Consortium works