

TERMS OF REFERENCE FOR PROJECT PROFESSIONAL COORDINATOR FOR COORDINATING THE PROJECT

“TAX JUSTICE FOR EQUITABLE HEALTH CARE”

The Vietnam Initiative (Sáng Kiến Việt Nam) is looking for a qualified candidate for the position of Project Coordinator for the Patient Satisfaction Index Project (PSI).

PSI is a one-year project funded by Oxfam Vietnam that aims to create a standardized survey to evaluate patient’s satisfaction of the health care services received in public hospitals in Vietnam, in order to create transparency and accountability and ultimately raise the quality of public provided health care services.

The project involves collaboration with the Ministry of Health and a number of public hospitals in the design, conduct and monitor of a survey for in-patients who have recently been discharged. The survey is carried out through a call center, which keeps the records of all surveyed patients’ phone number. All results are presented in real time on an official website – to be set up as a part of the project.

The funding for this project runs through March 2018 with good chances to be extended.

The responsibilities of the Project Coordinator position are listed below:

- Coordinate the design, implementation, monitoring and evaluation of the survey;
- Organize meetings with technical team, administrative and finance team, and project manager to ensure activities are carried out in a timely manner as indicated in the work plan;
- Liaise with technical partners (call center and website developer) to ensure all deliverables are timely and of good quality.
- Liaise with government and hospital partners to facilitate timely conduct of the survey;
- Write up progress reports as indicated in the proposal to donor;
- Report to project manager;
- Other tasks as required by the project.

Qualifications:

- Master degree in Social Sciences such as Public Policy or Public Health;
- Strong command of English;
- At least five years of work experience, preferably including interactions with various stakeholders;

- Strong analytical, communication and interpersonal skills;
- Ability to take initiatives and work under pressure;
- Ability to multitask;

About VNI

Vietnam Initiative is a global hub for research and training in development policy for Vietnam. On the research side, we regularly conduct policy analyses requested by the Vietnamese policymakers. These analyses are carried out by our research associates from more than 40 major universities, law firms, and international institutions across the U.S. and around the world.

On the training side, we have several large programs to prepare outstanding individuals for leadership positions in the Vietnamese Government. Funded by the Vietnamese Government and Indiana University, these programs allow Vietnamese students to study at Master, PhD and executive levels.

Based at the School of Public and Environmental Affairs (SPEA) at Indiana University Bloomington, we are an independent, non-governmental, non-political, academic institution with the mission to promote the development of Vietnam. Please join us in this important mission.

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