

**The International Charitable Foundation "Public Health Alliance" announces  
an open call for consultants to finalise the concept and develop the algorithm  
for the e-Social worker IT solution**

**Kyiv**

**11.11.2022**

**The Alliance** is a leading professional organization that, in cooperation with key public organizations, the Ministry of Health and other government institutions, fights a number of epidemics, including HIV/AIDS and tuberculosis in Ukraine, implements prevention programs and provides high-quality technical support and financial resources to local organizations.

**The mission of the Alliance** is to reduce the spread of infections and deaths, as well as to reduce the negative impact of epidemics by supporting the public response to them in Ukraine and spreading effective approaches to prevention and treatment in Eastern Europe and Central Asia.

The Public Health Alliance is the primary recipient of the regional grant from the Global Fund, the Sustainability of Services for Key Populations project in Eastern Europe and Central Asia (SoS\_project 2.0). Grant implementation period: 01.01.2022 - 31.12.2024.

**Project goals:**

- Institutionalizing effective HIV response models and processes in the CECA region to influence the improvement of the HIV care cascade in the region
- Removing barriers to services for key population groups to ensure quality medical interventions based on human rights principles; overcoming gender barriers to services
- Budget advocacy for sustainable services for key population groups in the EECA region

**Geographic focus of the project:** 14 countries - Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Montenegro, North Macedonia, Serbia, Tajikistan, Ukraine, Uzbekistan.

The development of a number of innovative IT solutions for use at the national and/or regional level to strengthen the effectiveness of HIV epidemic prevention programs is a separate important block of the project.

**Purpose and subject of the competition:** selection of public health experts who will work in accordance with the framework requirements (terms of reference, technical specifications) on the programmatic aspects of the development of the IT solution "e-social worker".

**Introductory information**

The development of a number of innovative IT solutions for use at national and/or regional levels to improve the effectiveness of HIV programs is a separate important part of the project as a means of making

health care solutions more cost-effective, low-threshold and sustainable.

The main IT solutions that will be developed as part of the project:

1. Reference guide on the standards for the implementation of IT solutions in the field of response to the HIV epidemic (ontology)
2. HIV data information system (including database, applications for service providers and clients)
3. Regional and national HIV data dashboards
4. Electronic social worker (e-social worker, eSw)

To support this area of work, APH will engage a group of temporary consultants to work alongside the existing SoS 2.0 project team and the APH team.

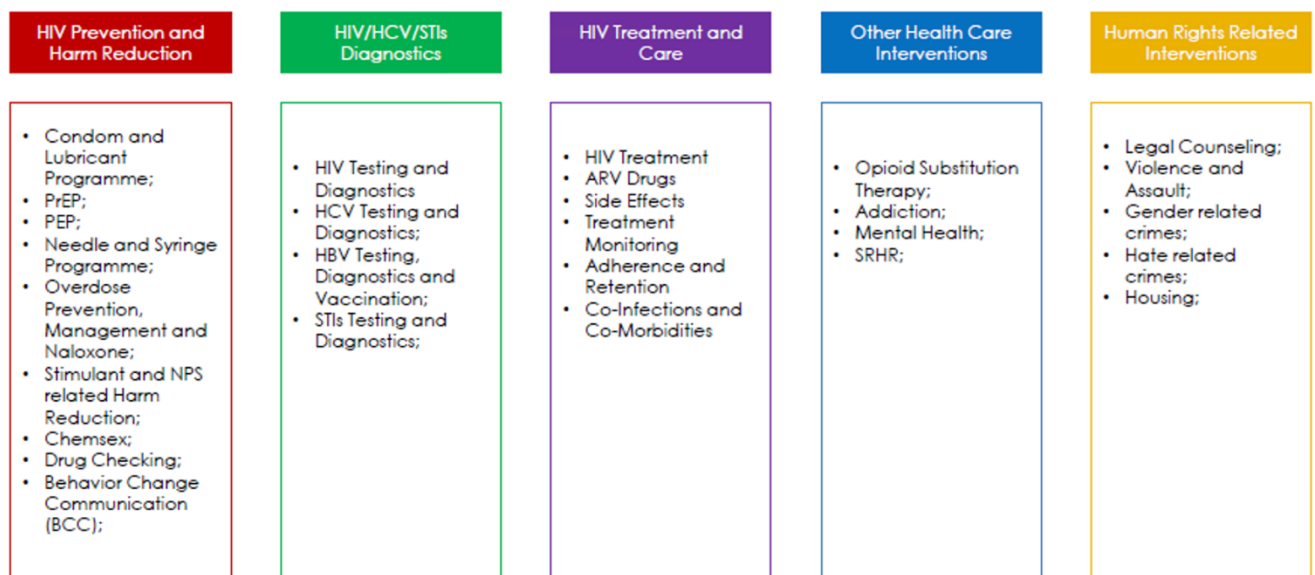
This announcement is related to the Electronic social worker (e-social worker, eSw) solution.

The development of an electronic social worker system is necessary as part of the development and implementation of special digital methods and tools for providing electronic services for key population groups. Services to be covered by the e-social worker are the standard HIV prevention and care services for key HIV-affected population groups and include: HIV prevention, facilitated access to HIV diagnosis, linkage to care and support, etc.

E-social worker is an AI-based instant messaging solution for digitizing the social assistance process and sharing relevant information. The solution should be useful both for the client and for social workers. It should be a mechanism of a virtual assistant with the possibility of its integration into any relevant existing services using a single central database (end-to-end integration of client data and services with a virtual assistant).

The electronic social worker should be able to provide a range of information, answers, access to services / services that will reduce the burden on social workers and allow them to devote more time and effort to more meaningful tasks that require an individual approach and direct communication with the client.

## HIV and KP Related Content Features of E-Social Worker System



All processes that fall within the scope of the social worker's workload within the services/thematic areas in the diagram above that can be automated should be reflected in the algorithm and the following scenarios of the electronic social worker-client dialogue, which will ensure that they are implemented without the involvement of an actual social worker(s)).

So far, many individual solutions have been developed - bots, applications, websites, which are used by individual organizations/projects/countries. They mostly relate to one or a small number of issues that fall within the scope of the services provided. An e-social worker should cover all these functions and capabilities that are currently offered, as well as a wider range of what is not currently covered by other IT solutions.

**Main areas of work/providing services:**

I. PREPARATORY STAGE

1) Conduct / complete a brief review / analysis of IT solutions and content / materials (publications, recommendations, training modules, etc.) related to / aimed at supporting clients and / or social workers in their interaction, communication, as well as automating the provision of services to clients, which are usually provided by social workers and other NGO staff in EECA countries and the world.

APH will provide some materials and information collected and available to date, the consultant will need to update and expand it and prepare the basis for the effective implementation of the next stages of work.

II. FINALIZATION OF THE CONCEPT AND DEVELOPMENT STAGE OF ALGORITHMS/LOGIC OF THE IT SOLUTION

2) Participate in stakeholder consultations (regional, national, global community networks, service providers, technical partners, etc.) organized by APH, in order to finalize the solution concept and develop the structure/schema of scripts and algorithm/logic of the solution.

3) Update the conceptual document on the development of the solution, which will be provided by the APH; develop the programmatic part of the algorithm / logic of the future IT solution.

The algorithm / logic should describe in detail all possible scenarios / variations of the client's interaction with the e-SW, menu options required for each stage, necessary transitions, etc. The format for presenting this information may be suggested by the consultant and should be agreed in advance with APH (an example can be found here: <https://bit.ly/3SAc0Xp>).

III. SCENARIO DEVELOPMENT STAGE

4) Develop draft scenarios (dialogues between the "social worker" and the client based on the thematic areas indicated in the diagram above, as well as any that will be added during the consultations and recorded in the structure of the scenarios and the algorithm) to populate the IT solution "electronic social worker" and present it for agreement with APH and other stakeholders.

The format for presenting this information can be proposed by the consultant and pre-agreed with the APH (an example can be found here: <https://bit.ly/3SAc0Xp>). Consultants may apply to develop one or more/all of the topic areas outlined in the chart above.

5) Participate in consultations with stakeholders (regional, national, global communities, service providers, technical partners, etc.) organized by APH; present draft scenarios and collect feedback for further refinement and finalization.

6) Refine the scenarios for the e-social worker IT solution, taking into account the comments provided by APH and other stakeholders during the consultation.

**Period of performance of works/provision of services:** November – December 2024.

### **General requirements for candidates:**

- Higher education in a field related to public health/IT/sociology/medicine, etc., or in another specialization, if work experience in the field of health care, in particular in the field of response to the HIV epidemic in the EECA region and globally, exceeds 5 years
- Understanding the situation and the latest trends in the field of public health, in particular in the field of response to the HIV epidemic in the EECA region and globally; understanding the need, relevance and situation with the use of IT to strengthen the work of the health care sector
- Work experience in the field of public health, in particular in the field of response to the HIV epidemic in the EECA region and globally, including as an individual consultant on project orders
- Experience with programs and projects involving social workers and a deep understanding of the process
- Good connections and contacts with public and service organizations in the field of combating HIV/AIDS at the national, regional, and global levels are an advantage
- Experience and proven competence in the development of user/client-oriented texts and an understanding of the specifics of content development for various communities
- High level of command of Russian and/or English languages - written and spoken
- High level of motivation to work
- Ability to work individually and independently and in a team and coordinate with other project participants
- Ability to work under stress and tight deadlines

### **Additional requirements / regulations:**

1. In developing the deliverables and implementing activities, consultants should ensure compliance with the guidelines adopted in the field of global digitization of healthcare processes, some reference documents are available here:  
[https://drive.google.com/drive/folders/1-XmYABl0aBBpAMXFgS\\_WHvuPZO1i1UhC](https://drive.google.com/drive/folders/1-XmYABl0aBBpAMXFgS_WHvuPZO1i1UhC)
2. Consultants may apply for one or more/all stages and/or activities specified in this announcement.
3. During the assignment, consultants are expected to work in close collaboration with other consultants working on other scenario building blocks/activities/thematic areas within this assignment, as well as with APH and technical and community engagement consultants who will carry out parallel processes to prepare the basis for the development of an eSW solution.
4. Each candidate provides services and/or performs work during the term individually agreed with the leadership of the Alliance under a civil law contract. Having registration as an individual entrepreneur (for Ukrainian citizens) will be an advantage during competitive selection.
5. Persons who have the status of civil servants cannot participate in the competition.
6. The APH intends to deploy several consultants for this work and the applications will be reviewed as they are received. The APH reserves the possibility to deploy a consultant(s) that fits the profile and is available before the end of the call for proposals collection process.

**As a result of performing the work provided for in this announcement, the consultant will have to provide the deliverables indicated below:**

- a brief report/overview of the analysis of IT solutions and content materials (publications, guidelines, training modules, etc.) related to/aimed at supporting clients and/or social workers in their interaction, communication, as well as automating the provision of services to clients that are usually provided by social workers in EECA countries and the world
- updated and finalized e-SW solution concept and algorithms/logic developed, taking into account comments and edits provided by APH and other stakeholders in the consultation process
- scenarios for the e-social worker IT solution, taking into account the comments and edits provided by APH and other stakeholders in the consultation process

**Chronology of work:**

<b>Work results</b>	<b>Deadlines*</b>
Analysis / mapping / review	up to 5-10 days after the start of the task
Completed concept and algorithms / logic	up to 11-20 days after the start of the task
Project scenarios	up to 26-35 days after the start of the appointment
Final scenarios	up to 31-45 days after the start of the appointment

\*The chronology of activities within the framework of stages 1, 2 and 3 are interconnected. Stage 2 will be started after the completion of stage 1, stage 3 will be started after the completion of stage 2.

**General requirement:** for each deliverable, the consultant team should present and discuss with APH before the start of development - the structure of the future document, as well as the first draft - before starting the finalization process.

**Load distribution**

<b>Activities / tasks</b>	<b>The results</b>	<b>Consultation days*</b>
Conduct / complete a brief review / analysis of IT solutions and content / materials (publications, recommendations, training modules, etc.) related to / aimed at supporting clients and / or social workers in their interaction, communication, as well as automating the provision of services to clients, which are usually provided by social workers and other NGO staff in EECA countries and the world.	Analysis / mapping / review	5
Participate in stakeholder consultations (regional, national, global		1

community networks, service providers, technical partners, etc.) organized by APH, in order to finalize the concept of the solution and develop the structure/schema of scripts and algorithm/logic of the solution.		
Update the conceptual document on the development of the solution, which will be provided to the APH; develop the software part of the algorithm / logic of the future IT solution	Completed concept and algorithm / solution logic	5
Develop draft scenarios (dialogues between the "social worker" and the client based on the thematic areas indicated in the diagram above, as well as any that will be added during the consultations and recorded in the structure of the scenarios and the algorithm) to populate the IT solution "electronic social worker" and present it for agreement with APH and other stakeholders.	Project scenarios	15
Participate in consultations with stakeholders (regional, national, global communities, service providers, technical partners, etc.) organized by APH; present draft scenarios and collect feedback for further refinement and finalization.		1
Refine the scenarios for the e-social worker IT solution, taking into account the comments provided by APH and other stakeholders during the consultation.	Фінальні сценарії	5
<b>TOTAL</b>		<b>21</b>

\*the number of days will depend on the final composition of the consulting team and will be agreed upon at the stage of negotiations on the consulting agreement; the number of consultation days required for activities under blocks 2 and 3 may be revised after the completion of blocks 1 and 2 respectively

**We offer:** competitive salary and cooperation with a dynamic organization that is developing and focused on results.

For additional information on the activities of the Alliance, please visit the web-site: [www.aph.org.ua](http://www.aph.org.ua)

**How to participate in the competition,** please send:

- 1) your CV indicating your education and experience relevant to the assigned tasks;
- 2) a short cover letter outlining the intended approach and clearly indicating which stages / activities and for scenarios - which thematic area(s) - the consultant can undertake
- 3) daily rate (the consultant must be ready to confirm the rate with relevant previous contracts with a similar scope of work)

to email [obilous@aph.org.ua](mailto:obilous@aph.org.ua).

In the subject of the message, please specify: **e-social worker**.

**Last date for submission of applications:** November 21, 2022.

The International Charitable Foundation "Alliance for Public Health" adheres to the policy of equal opportunities and welcomes the participation of qualified persons from all walks of life in the competition.

**Please pay attention:**

- Proposals of the same candidate for several positions in this competition are considered preferable. That is, preference is given to the most experienced and qualified candidates whose resume meets the requirements of several positions (see above).
- An additional interview is possible based on the results of the preliminary review of the participant's resume and motivation letter.
- The Alliance reserves the right not to inform the participants of the competition, who will not pass the selection, about its results and reasons for rejection.