

International Charitable Foundation "Alliance for Public Health" announces a competition for consulting services in providing IT and administration services for the online resource Help24.

The International Charitable Foundation "Alliance for Public Health" (hereinafter referred to as the Alliance) is a leading non-governmental professional organization that, in collaboration with government partners and non-governmental organizations, significantly influences the epidemics of HIV/AIDS, tuberculosis, viral hepatitis, and other socially dangerous diseases in Ukraine by providing financial and technical support for relevant programs. These programs cover over 250,000 of the most vulnerable population groups, which is the highest indicator in Europe. More information about the Alliance's activities can be found on the website: www.aph.org.ua

The Alliance for Public Health is announcing a competition to select a consultant to provide IT and administration services for the online resource **Help24**, which offers legal, psychological consultations, as well as consultations from medical experts on various issues for representatives of key groups.

Tasks to be performed by the IT specialist:

1. Interaction with website administrators, online chat applications, marketing consultants, project teams, and other service providers, as well as other partners as needed, to develop and implement online outreach, consultations, and navigation.
2. Continuous monitoring of the validity periods of licenses and timely control of hosting fees for all programs used to ensure the smooth operation of the Help24 resource.
3. Interaction and coordination of Internet network employees, consultants, and associated service providers, participating in the development and implementation of training and supervision programs, as well as in the supplier ranking system.
4. Coordination of daily technical operations of Help24, including prompt resolution of technical issues as they arise, constant communication with support services for all related resource programs to ensure smooth operation of Help24.
5. Transition to new software requiring training of consultants and their ongoing support during the transition process.
6. Communication with support services to address shortcomings, reconfiguration in the program to ensure seamless operation.
7. CRM configuration.
8. Monitoring the operation of the developed chatbot, Help24 resource satellite.
9. Generating analytical reports on website statistics and providing relevant recommendations for improving the resource's operation.
10. Replenishment of the account for sending SMS messages, chatbot, and Twilio, the functioning of which is an integral part of the Help24 online resource.
11. Work and onboarding of new consultants to the resource: creating individual accounts, conducting relevant training, test consultations, and providing continuous technical support to Help24 consultants.
12. Participation in project team meetings and brainstorming sessions on project service advancement.

13. Participation in resource settings refinement: communication with IT team representatives, participation in creating technical tasks, monitoring the execution and quality of assigned tasks.
14. Integration of additional projects into the resource, if necessary.

Main competencies of the potential candidate:

- Responsibility.
- Creativity.
- Communication skills: the ability to effectively communicate with clients through various online tools. Qualification in the field of providing social services is an advantage.
- Punctuality and attention to detail.
- Desire to learn and improve.
- Ability to work in a team.
- Adherence to deadlines.
- Proficient user of Viber, Facebook, Instagram, Telegram, and other social networks.
- Proficient user of the Office suite.
- Experience in IT and with databases, network, and cloud technologies.
- Mastery of the business style of Ukrainian written and spoken language.
- Ability to effectively analyze problems, find solutions, and make decisions.
- Ability to quickly learn new technologies and keep up with industry developments.
- Willingness to participate in overcoming the HIV/AIDS epidemic.

Term for which consultants will be engaged: December 2023 - December 2024, with the possibility of contract extension, subject to funding.

The consultant reports to the project manager.

Working conditions: consultant, payment based on interview results, work in a dynamic team.

The consultant provides services and/or performs work for the specified period under a civil-law contract with the possibility of contract extension. Registration as an individual entrepreneur is mandatory. Payment will be made for the volume of services/performed work and will be differentiated based on the results of performing the main types of work and providing services. Please note that individuals with the status of civil servants cannot participate in the competition. Only selected candidates will be notified. The Alliance reserves the right not to explain the reasons for refusal.

If you are interested, please send your resume and cover letter to the email address shvirin@aph.org.ua with the position title in the subject line no later than **December 10, 2023**.

The International Charitable Foundation "Alliance for Public Health" adheres to a policy of equal opportunities and welcomes the participation of qualified individuals from all segments of society in the competition.