

## **CALL FOR CONSULTANTS**

### **TWIIN Coordinator**

**Kyiv 09.07.2026**

#### **Background**

The Alliance for Public Health is seeking a consultant to support the coordination, implementation, and further development of TWIIN, a digital AI-powered assistant designed to provide users with verified health information, support service navigation, and facilitate referrals to relevant health and social services.

TWIIN serves as a 24/7 anonymous digital entry point for users, helping increase awareness of available services, improve access to care, and expand the reach of existing HIV prevention, mental health, and other health and social support programmes.

#### **Scope of Work**

The TWIIN Coordinator will be responsible for the day-to-day coordination and implementation of TWIIN activities and will work closely with programme teams, technical partners, service providers, communications specialists, and other relevant stakeholders.

The consultant will:

- Coordinate the overall implementation and regular operation of TWIIN;
- Develop and maintain the TWIIN implementation workplan and follow up on agreed activities and deadlines;
- Coordinate communication between programme teams, technical partners, consultants, and other stakeholders involved in TWIIN implementation;
- Support regular review and improvement of TWIIN content, user pathways, referrals, and service navigation;
- Coordinate the maintenance and updating of the TWIIN service directory and information database;
- Monitor TWIIN usage, user engagement, consultations, and referrals and contribute to regular analysis of platform performance;
- Collect and coordinate user and stakeholder feedback and support the implementation of improvements;
- Coordinate TWIIN promotion and user engagement activities, including collaboration with SMM and communications specialists;
- Support engagement with NGOs, service providers, national stakeholders, and other partners to strengthen the use and integration of TWIIN;
- Prepare regular updates, reports, and presentations on TWIIN implementation, results, challenges, and priorities;
- Identify opportunities for further development, scale-up, and integration of TWIIN into existing health and social programmes.

#### **Expected Deliverables**

- TWIIN implementation activities coordinated according to the agreed workplan;
- Regular coordination with technical and programme partners ensured;
- TWIIN content, service information, and referral pathways regularly reviewed and updated;

- TWIIN performance and user engagement monitored and analysed;
- User and stakeholder feedback systematically collected and followed up;
- Regular implementation updates and reports prepared;
- Recommendations for improving TWIIN reach, user engagement, referrals, and overall performance developed.

### **Requirements**

- Relevant university degree or equivalent professional experience;
- Experience in project or programme coordination;
- Understanding of HIV prevention and/or health and social service programmes;
- Experience working with NGOs, community organisations, service providers, or public health programmes;
- Strong organisational and communication skills;
- Ability to coordinate multiple partners and follow up on activities and deadlines;
- Experience working with digital tools, digital health solutions, or online services is an advantage;
- Strong analytical and reporting skills;
- Fluency in Ukrainian and good working knowledge of English.

### **Application Process**

Interested consultants are invited to submit:

- CV;
- Brief motivation letter describing relevant experience and interest in the assignment;
- Expected consultancy fee/rate.

Applications should be submitted by **28.07.2026** to [\*\*yaskovets@aph.org.ua\*\*](mailto:yaskovets@aph.org.ua) and [\*\*malakhova@aph.org.ua\*\*](mailto:malakhova@aph.org.ua) with the subject line "TWIIN Coordinator".

Only shortlisted candidates will be contacted.

### **Additional Information**

- Interviews may be conducted to clarify details of the collaboration;
- The Alliance reserves the right not to disclose reasons for rejection;
- Government officials are not eligible to apply.

**Join us in developing innovative digital health solutions!**