

COMMUNITY HEALTH & CARE (CHC) ADVISER (GLOBAL)

Location	Global, Home based
Department	Global Impact
Reports to (Line Manager)	Portfolio Lead- Healthy Ageing
Grade	Grade E or equivalent according to location / type of contract
Contract Type	Full time, Fixed term contract for 12 months

About HelpAge

HelpAge International works with partners and a diverse global network of more than 171 organizations across 90 countries, supporting millions of older people to live safe, dignified and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age. Our work is driven by our desire to deliver real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience.

Our 2030 strategy Ageing in a Just World sets out how we will work together to shape the future we all share. By working together we aim to help inspire a movement for change and through ensuring all our work promotes older people’s wellbeing, dignity and voice, we can transform the lives of older people now and in the future.

Since the launch of our strategy in January 2020, the world has changed in profound ways. We are still experiencing the impacts and consequences of a host of crisis including but not limited to Covid-19 pandemic; climate change; food, fuel and energy; and conflicts. Recognizing and anticipating these important and fundamental shifts, HelpAge International is evolving and transforming itself to be relevant, impactful and viable. As a result we are reconfiguring our organizational design and resources in the following ways:

- Driven by our commitment to the locally-led development agenda, we are evolving the way we partner and deliver value at country and local level. In the coming 3 years, we will localize our country offices and programmes, and develop new and diverse forms of partnerships globally.
- We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work - humanitarian and long-term development. Going forward, our value is framed around supporting, convening and thought leadership.

- A key way of creating value and bringing impact is collaborating with a diverse group of partners and by bringing different perspectives, skills and talent together. We will deliver our work through agile teams and a global operating model, with regional roots, to focus on impact and maintain the relationships at the national level to help build collaborations and support others to set their own agendas.

How you can make a difference

At HelpAge International, we offer a unique and exceptional career experience to bring positive and lasting change in the lives of older persons. As countries prepare for and adapt to population ageing, you can make a difference at a critical juncture to how older people, societies, economies and institutions adapt to this change. Guided by our commitment to our values of impact, learning, partnership, and inclusion (see values), you will work with talent like yourself and partner with other agents for change to bring systemic change and impact at scale. By acting as a supporter, convener and thought leader, together, we can make an impact that matters for older persons and their communities. HelpAge International offers you an inclusive, collaborative workplace and innovative environment.

This is a critical time for HelpAge International as we seek to transform the ways the organization works and brings value. We are looking for exceptional individuals who will explore new opportunities to create value, to find new avenues, unique ways and novel partnership and collaborations to reach our shared goals. We are looking for talent which thrives in collaborating with others (inside HelpAge International and beyond) and who can work in agile ways and across boundaries. We are seeking individuals who are highly motivated, resilient and resourceful; who can work across diverse areas of our work; who can leverage both their unique expertise and deploy a wider range of experiences and competencies.

About Healthy Ageing Portfolio

This role is part of the Healthy Ageing Portfolio, one of four portfolios which, with regional representatives, comprise the Global Impact Department which aims to deliver our strategy through development and delivery of programmes, partnerships and initiatives. This includes leading, advocating and partnering on initiatives that support and transform systems, challenge ageism and other harmful social norms, and influence laws, policies and practice at local and national levels, supported through influencing work at regional and global levels.

The healthy ageing portfolio works towards the overall goal that all older people, everywhere, enjoy their right to health and associated rights including the right to participation, dignity, independence and autonomy. The focus of the Healthy Ageing team is on supporting the achievement of age-inclusive, universal and equitable health and long-term care and support systems and services, whilst taking action to address wider determinants of health. We engage in broad based advocacy, provide technical expertise, deliver projects and programmes, and work with older people and their communities from grassroots to global levels to effect

change. We are a non-state actor in official relations with WHO and an active collaborator within all areas of the UN Decade of Healthy Ageing.

Recognising that health and wellbeing in later life is influenced by all areas of our lives, we also actively work with colleagues working across other sectors to address social determinants of health and promote all of society approaches that successfully promote healthy ageing across the life course.

We are working on three main interconnected areas: universal health coverage fit for an ageing world, community-based approaches to healthy ageing and long-term care and support. A fourth priority for the team is broadening and deepening our network of partners who are working at national and local levels on aligned areas and co-creating with them a vibrant platform for collective action on health and care.

Community-based approaches to healthy ageing

Our work on community-based approaches to healthy ageing focuses on enhancing the physical and mental capacity and well-being of older people and increasing their access to quality health and care services that meet their needs. We work to ensure older people's right to be involved in shaping services, and in achieving progress on healthy ageing and we prioritize those furthest behind first. We partner with a variety of in-country network and partner organisations to engage and strengthen the voice and social accountability of older people. This is often through community-based associations, particularly older people associations. A key aspect of this work is supporting the access of older people to the knowledge, skills and resources they need to meaningfully participate as equal partners, in two areas. First, the design, planning, implementation, monitoring, evaluation and learning of community healthy ageing interventions, that meet their needs and rights, including health promotion, self-care knowledge and skills, peer support, basic screening and referrals systems. Second, their active participation and engagement in advocacy activities to increase their access to people-centred, integrated, age friendly health and care services, including health promotion, disease prevention, treatment, rehabilitation, long-term care and support, and palliative and end of life care services.

Our aim is that an increased number of older people will benefit from meaningful participation in the design and implementation of community-based approaches, that meet their needs and right to health and care increasing their demand for and access to health, care and support services and improve their health and wellbeing. This is a core area of work for many of our country-based partners and an essential part of the primary healthcare approach (PHA) which is a cornerstone of achieving UHC fit for an ageing world.

About the job

The HelpAge Community-Based Approaches to Health and Care Adviser (CHC Adviser) will deliver impact in line with our strategy 2030 through grassroots health and care work. Though the work will be delivered with and for older people and with and through partner organisations, the CHC Adviser will broaden and

widen our contributions in this area through strategic development; co-creation and collaboration with partners, coordinating or delivering knowledge and capacity building requested by partners; and through fundraising to expand this area of work with and by partners. As a member of the Healthy Ageing Portfolio and the HelpAge Global Team, you will contribute to the strategic direction of the organization.

Key areas for impact/influence and responsibilities

These outline the broad areas of responsibility in the role, but in collaboration with your colleagues you will be able to shape and design strategic objectives and specific activities that are relevant at any point in time. We want you to work creatively to deliver impact and respond to relevant opportunities. With your colleagues you will develop your team workplan to drive initiatives, develop ideas, as well ensure there is space for cross organisational working and short-term tasks. From this you will devise your individual workplan that will form the basis of your day-to-day activities and your performance reviews.

- Provide leadership in developing the Healthy Ageing portfolio work on community-based approaches to healthy ageing in line with achieving the impact we seek in ways embedded in our cross-cutting core values including rights-based approach, voice, inclusion, and tackling ageism.
- Strengthen and increase the portfolio's network partnerships (network members, country offices and other partners) and the quality of our value-add to them to develop and strengthen initiatives on community-based approaches to healthy ageing and advocacy for strengthened primary healthcare approaches as part of achieving universal health coverage
- Seek and support development of new programming and resource development to increase the impact of work in this area co-designed with partners in line with our commitment to locally led development and partner led programming
- Manage and deliver our learning offer (knowledge management) on community-based approaches to healthy ageing, including tools, guidance, good practice, strategic positions and the like. When needed, develop and disseminate briefings and/or reports on community-based healthy ageing and programming practices supported by research and data related to improving the lives of older people
- Support improved Monitoring, Evaluation and Learning on community-based approaches to healthy ageing, and the sharing and utilisation of related information, data, learning and evidence across the network.
- Develop, coordinate, provide or support capacity of the HelpAge staff, partners and network members on community-based approaches to healthy ageing through training (including coaching and mentoring)
- Represent HelpAge at different levels and in different settings (e.g. online webinars, in person meetings, conferences)
- Support bottom-up advocacy approaches to CHC that address demand and supply side factors affecting access to health and care services.

Skills and experience required

You will be someone with:

- A strong personal commitment to and understanding of importance of ensuring that everyone enjoys all their rights; fighting ageism; promoting voice and engagement of older people in transforming their own lives, communities and societies; and gender equity and social inclusion principles
- Proven ability to work collaboratively and dependably with colleagues and in a way that encourages experimentation, learning and agency
- In depth knowledge of public health and experience with community health programming in development/humanitarian contexts or equivalent experience in commercial settings; preferably understanding of healthy ageing, ageing, primary healthcare approach, non-communicable diseases, disability and long-term care and support; degree in related field or equivalent experience in development or humanitarian contexts
- Demonstrable skills and/or experience working with a wide range of stakeholders to create change at individual and local levels as well as experience of policy development, dissemination and advocacy at local, national and international levels
- Proven ability to think strategically and analytically to achieve measurable impact, managing multiple and complex work tasks and relationships
- Substantial experience in all aspects of partnership working and programme cycle management, including co-designing projects and securing funding, project management skills including financial management; monitoring, evaluation, accountability and learning; report writing; safeguarding; capacity building and social and behaviour change communication
- Strong coordination and relationships skills required, experience with co-creation, collective action, and working with networks or other informal or formal communities of practice or groups an advantage
- Familiarity with processes and tools for collection, analysis and use of ageing and older people-related data, official and community-generated (statistical analysis skills are highly desirable)
- Skills and experience in public presentation and speaking in English (ability to speak other languages an advantage)

Key Behavioural Competencies

At HelpAge International, we believe in the importance of empowering our people to be change makers and leaders at all levels. We expect our people to embrace and live our values, challenging themselves every day to identify issues that are most important to older persons and their communities, and to make an impact that matters.

In addition, as an HelpAge employee you are expected to:

Competencies	Description
Working Collaboratively with Others	Work collaboratively, building mutual trust and respect, with external organizations and partners to achieve our strategic aims and objectives; being accountable for the work we do together.
Adaptability and Flexibility	Adapt to new directions or opportunities arising within the organisation and in our work area; being flexible in our role, constantly using the feedback to learn more and evolve further.
Supporting and Facilitating Change	Lead behavioural and cultural change through embracing a supportive, collaborative and highly inclusive environment where everybody feels supported, respected and engaged.
Extend HelpAge's Reach and Impact	Extend HelpAge's reach and impact by creating and identifying new business development opportunities and building relationships with new partners.
Diversity and Inclusion	Lead and promote a culture of including the voices of older people across our support, convening and thought leadership roles, in a way that is transformative, empowering and highly inclusive of those marginalised by gender, economic status, disability and other factors of discrimination.
Leading Others (for managers)	Demonstrate strong leadership to own unit/department and manage people in a well and reputable manner. Create an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with. The post holder will also be responsible for:

- Preventing harm and abuse from our people, operations and programmes to anyone that encounters our work.
- Reporting all safeguarding incidents you see, hear, hear about or suspect, using our internal reporting mechanism.
- Complying with all safeguarding framework policies and practices.

- Completing mandatory training courses relating to our safeguarding policy framework and complying with HR vetting procedures.

SAFER RECRUITMENT

All employments at HelpAge International will be subject to satisfactory references and appropriate screening checks, which can include misconduct disclosure schemes and terrorism finance checks.