

Terms of Reference

Patient Care coordinators to assist UNFPA / UN Women/ UNDP to facilitate Staff and their families with COVID-19

Purpose of Consultancy:

As we are going through an extraordinary time and this pandemic seems unabated. With the recent surge in the COVID-19 positive cases, the UN doctors are overwhelmed with both COVID and Non-COVID patients and there is a need for additional workforce to support them and also enhance and expand the various services that we have put in place. In order to strengthen the support to the staff during the COVID time, we are looking to appoint a **'Patient Care Coordinator'** who will work in tandem with the Covid-19 Focal Points, remain in touch with the COVID-19 positive personnel, keep track of their day to day health status and keep the COVID-19 Focal Points and the UN doctors informed. The Patient Care Coordinator should also help the personnel in coordinating with the insurance companies; facilitate hospitalization and discharge, follow-up with hospitals on availability of beds and health status of the admitted UN personnel.

Scope of work and reporting:

- To triage the patients and categorize them as well as guide them for testing, referral or psychosocial support.
- To work in coordination with UNFPA India focal point and other teams for management of the staff and their family members on COVID-19 illness.
- To share the IEC material and explain the staff and the family member tested positive COVID-19 on symptomatic and referral care.
- To help the HR/ Admin and Covid focal points to follow-up with contact tracing exercise.
- To maintain data and list as well as status of all affected staff in a confidential manner.
- To provide telephonic consultation and guidance on management / care of isolated /quarantine staff in Delhi and all its field offices.
- To assist in arranging of beds and treatment facilities for staff requiring hospitalization in Delhi as well as in field offices.
- To schedule patient consultation and answer pre-visit questions.
- To update on regular intervals on status of cases in both Delhi and state offices.
- To work closely with the UNRC mechanism of doctors, stockpile management and UNFPA to provide and supply any necessary inventory / medical supply or device to assist in management of COVID-19 staff.
- To assist in any other assignment allotted related to COVID-19 and its management as per the need of office and situation.

Essential Qualifications and skills:

- A bachelor or master degree in nursing / paramedicine with at least 8 years of experience preferably with dealing of patients, transportation and managing emergencies.
- Comfortable in using email and Microsoft office application.
- Good writing and communication skills.
- Good understanding of hospitals in Delhi



Duration - 3 months but can be extended on a need basis.

Place of work - Remote consultancy

Number of positions: 3 (one each for UNFPA, UNDP and UN Women)

Consultancy Fee - The consultant will be paid a monthly lump-sum fee between Rs. 80,000 to 100,000 per month depending on the qualification and experience, for the services rendered.

Last date of applications: 30th April 2021, 5 pm IST