

Term of Reference

BUSINESS PROCESS IMPROVEMENT SPECIALIST

BACKGROUND

Civil Registration and Vital Statistics (CRVS) systems that record births and deaths, including cause of death, are the foundation of all public health systems. Well-functioning and reliable CRVS systems are essential to national development, monitoring and evaluation systems, development of effective public health policy, and for organizations to plan and manage their operation and programs.

The [Data For Health Initiative \(D4H\)](#), was launched in 2015 by Bloomberg Philanthropies and the Australian Department of Foreign Affairs and Trade (DFAT) to assist governments to strengthen the collection and use of critical public health information.

The D4H CRVS Improvement Program in Viet Nam is in the partnership between D4H and Viet Nam CRVS system key actors and stakeholders, led by the Ministry of Justice (MOJ) and Ministry of Health (MoH), with technical implementation provided by Vital Strategies in coordination with UNFPA, to improve the quality of birth and death registration, including causes of death in Viet Nam. Therefore, it is necessary to recruit a National Business Process Improvement Specialist who will provide technical assistance to assess CRVS system functioning and develop improvement plans; improve cause of death assignment using internationally recognized standards; improve registration practices; and produce vital statistics reports tentatively from October 2020 to March 2021.

A recent review of the CRVS systems has identified the need to streamline key CRVS processes to facilitate changes in process accountability and resourcing. Under the guidance of Vital Strategies and the Viet Nam MOJ, the BPI specialist will work closely with the key government agencies, major institutional stakeholders, clients and CRVS professionals to establish needs, map processes, and analyze and redesign CRVS business processes to enhance responsiveness, reduce resource needs and showcase best practice.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

1. Bachelors or master's degree in business process management, information systems, computer science, business administration, or a related field.
2. At least three years work experience facilitating business process improvement, process re-engineering, process redesign projects
3. Experience with a standardized modeling notation to ensure consistent representation of business processes - preferably Business Process Model and Notation (BPMN)
4. Experience using a modeling tools (i.e. Bizagi, Visio, etc.) that support standardized modeling notation to ensure consistent representation of business processes.
5. Experience in CRVS systems and functions in Viet Nam or experience in health systems and functions in Viet Nam
6. At least five years work experience facilitating information systems planning, design and implementation projects
7. Experience in systems integrations and interoperability

8. Excellent interpersonal skills to interact with all levels of staff, and stakeholders
9. Proficient in English

KEY ACCOUNTABILITIES

The BPI specialist will work under the close technical guidance of Vital Strategies International Team of experts including a CRVS Senior Advisor and Business Process Improvement Expert. S/he will become familiar with the CRVS Systems Improvement Framework and apply it to the following Scope of Work:

Scope of Work	
TASK	DELIVERABLE
Business Process Documentation	
Participate in the trainings on CRVS improvement framework	<ul style="list-style-type: none"> • As-is business process descriptions and maps of selected Core CRVS business processes
Effectively work with BPI core team and key stakeholders to accurately describe and map key CRVS business processes to identify workflows, information dependencies, bottlenecks, decision-making points and client requirements	
Meet with process owners and other relevant parties to identify process tolerances, available technologies, staff capabilities and process improvement objectives.	
Business Process Assessment	
Investigate, develop, and report on key performance indicators (KPIs) and baseline performance information for selected CRVS processes and workflows	<ul style="list-style-type: none"> • Validated KPIs • Baseline performance documented
Work with BPI Core Team to develop target performance for selected CRVS Processes	Validated Target performance
Process Analysis	
Facilitate and lead meetings, workshops, and field assessments with BPI Core team and key stakeholders to analyse existing CRVS business processes to identify performance issues and their root causes.	<ul style="list-style-type: none"> • Documented performance issues • Identified root causes of performance issues • Field assessment reports
Business Process Redesign	
Facilitate workshops with BPI core team and key stakeholders to redesign core CRVS Business Processes based on the analysis	<ul style="list-style-type: none"> • Documentation of re-design of processes
Produce as-desired process maps, documents, instructions, and communication materials using a range of sources, tools and methodologies and within tight timeframes	<ul style="list-style-type: none"> • As-desired business process maps of selected core CRVS business processes
Report Writing and Validation	
Write and present final AAR report and facilitate validation of AAR	<ul style="list-style-type: none"> • Validated AAR report and as

report and as desired maps with key stakeholders	desired maps
Other responsibilities	
Make recommendations on the appropriate use of information technology where appropriate	
Contribute to the continuous review of all processes and functions of the team to ensure an efficient and effective CRVS function.	
Prepare and maintain a schedule of work	

Note: The time-frame will be further discussed with MOJ, BPI specialists and the VS.

Management of Consultancy contract: Vital Strategies is the contracting entity. Day to day management of tasks and approval of deliverables will be via the Country Coordinator as well as by the Vital Strategies D4H Technical Advisor. Technical supervision will be provided by the regional CRVS Senior Advisor and Business Process Improvement Expert.

Job Location: Ha Noi, Viet Nam

Position type: part-time/ Consultant

Contract Period: The Consultancy will begin as soon as possible through March 31, 2021, with the possibility of renewal. The estimated total number of working days is 60 days.

Compensation: Payments will be completed monthly in US Dollars upon submission of an invoice by the Consultant. Salary will be commensurate with qualifications and experience as met with the requirements of this Terms of Reference.

Contact: Please submit a Curriculum Vitae with a cover letter through email stating your interest in and fit for the position to Mr. Tran Hong Quang – email: qtran@dataforhealth.org