

**Special Service Agreement (SSA)**  
**Disaster Risk Management for Health (DRMH) and Emergency Medical Team**  
**(EMT)**  
**Terms of Reference**

This SSA is requested by:

Unit:	WHO Health Emergencies Programme (WHE)
Office:	WHO Country Liaison Office (CLO), Kingdom of Tonga

**1. Purpose of the Special Service Agreement (SSA)**

This SSA will support the WHO Tonga Health Emergencies Programme (WCO WHE) to strengthen capacities on public health emergencies preparedness, with specific focus on Emergency Medical Team (EMT) and disaster risk management for health (DRMH), including capacities for responding to public health emergencies in Tonga in a scalable and sustainable manner.

The WHO Emergency Medical Teams (EMT) Initiative assists countries to build capacity and strengthen health systems by coordinating the deployment of quality assured medical teams in emergencies. The EMT Initiative aims to improve rapid response to the health consequences of sudden onset emergencies, including disease outbreaks, by providing guidance, standards, training and coordination mechanisms, and ensuring the quality and accountability of deployable national and international EMTs through the global EMT classification and quality assurance system.

EMTs are groups of health professionals (doctors, nurses, paramedics etc.) that treat patients affected by an emergency or disaster. Some national EMTs also provide primary health care and public health services. The Tonga Emergency Medical Assistance Team (TEMAT) was established in 2018, and serves as Tonga's national health emergency clinical response capability. TEMAT deployed in 2022 in response to the Ha'apai volcanic eruption and tsunami, has a roster of trained clinical and non-clinical team members, and possesses a stock of "EMT cache" which includes clinical and non-clinical equipment and supplies to allow for rapid and self-sufficient deployment anywhere within Tonga in response to outbreaks, disasters or other emergencies.

**2. Objectives**

Policies and standard operating procedures (SOPs) are vital to the effective management of emergency response, and these will be generated/enhanced by the incumbent of this post to deploy TEMAT and develop clear mechanisms to call upon the international EMT/Global Health Emergency Workforce when needed.

The SSA/EMT will work to support Tonga's Ministry of Health (MoH), under the supervision of the Country Liaison Officer, with additional technical support from international experts coordinated by WHO's Health Emergencies colleagues in the Division of Pacific Technical Support (DPS) and Western Pacific Regional Office (WPRO).

**3. Planned timelines (subject to confirmation)**

Start date: 01 August 2025

End date: 31 December 2025

## 4. Work to be performed

### Description of Duties

As directed by the responsible technical officer and WHE team lead:

- Support the MoH to develop and refine national emergency response plans, policies, standard operating procedures (SOPs), national EMT structures, and work with relevant counterparts to ensure the sustainability of TEMAT through national policy and budgeting.
- Maintain a roster of trained emergency response personnel for national EMT preparedness and response, including previously trained TEMAT team members, and through the recruitment of new team members.
- Provide onsite project management support national and regional EMT workshops and simulation exercises to develop, update and test EMT SOPs and policies.
- Manage and maintain TEMAT's EMT cache, including monitoring and updating the inventory of equipment/supplies, ensuring that cache is kitted and "deployment ready," and collaborating with national Pharmacy colleagues to facilitate just-in-time drawdown of medical supplies and pharmaceuticals.
- Participate in national and subnational EMT workshops and exercises to develop, update and test TEMAT SOPs and policies for the MOH
- Support strengthening Disaster Risk Management for Health (DRMH) capacities, such as the integration of TEMAT into national policies and budgets, and coordination with other relevant authorities/initiatives.
- Support strengthening of working relationships between MOH and other relevant ministries and response agencies for health emergency preparedness, with specific focus on Disaster Risk Management for Health (DRMH)
- Provide monthly written status reports to the MOH and WHO regarding progress and status of national EMT capacity strengthening and development.

## 5. Specific requirements

### Skills/Knowledge

- Understanding of national and emergency response procedures at strategic and operational level, with a focus on health care delivery in difficult and austere environments
- Excellent communicator with strong negotiation and advocacy skills
- Able to work independently and as part of a multidisciplinary team.

### Education/Training

- Bachelor degree in medicine, nursing, health sciences, disaster risk management, or a related/relevant field.
- Specialized training in emergency management, international aid, humanitarian principles, health system recovery, and health cluster coordination highly desirable.

### Experience

- Experience in working at the national level.
- Demonstrated knowledge of rapid response operations and their implementation in emergencies as related to clinical care and public health highly desirable.

### Language

- Written and spoken fluency in English is essential.

### Other skills

- Working knowledge of standard MS Office software applications. Presentation skills.

## 6. Technical Supervision

The selected consultant will work under the supervision of:

Responsible Officer:	Dr Anup Gurung	Email:	Gurunga@who.int
Manager:		Email:	

## 7. Competencies

- Building and promoting partnership across the organization and beyond
- Respect and promoting individual and cultural differences
- Producing results
- Communication in a credible effective way
- Knowing and managing yourself

## 8. Place of assignment

- MoH and WHO offices in Nuku'alofa, Tonga

## 9. Medical clearance

- The selected SSA will be expected to provide a medical certificate of fitness for work.

## 10. Travel

Duty travel when required (e.g. field visits, meetings, outbreaks and public health events) within Tonga will be covered according to WHO rules. Regional/global travel may be required for meetings/workshops.

*All **travel arrangements** will be made by WHO – WHO will not be responsible for tickets purchased by the SSA without the express, prior authorization of WHO. While on mission under the terms of this Special Service Agreement, the SSA will receive **subsistence allowance**.*

*Visas requirements: it is the SSA's responsibility to fulfil visa **requirements** and ask for visa support letter(s) if needed.*

- *WHO prides itself on a workforce that adheres to the highest ethical and professional standards and that is committed to put the WHO Values Charter into practice.*
- *WHO has zero tolerance towards sexual exploitation and abuse (SEA), sexual harassment and other types of abusive conduct (i.e., discrimination, abuse of authority and harassment). All members of the WHO workforce have a role to play in promoting a safe and respectful workplace and should report to WHO any actual or suspected cases of SEA, sexual harassment and other types of abusive conduct. To ensure that individuals with a substantiated history of SEA, sexual harassment or other types of abusive conduct are not hired by the Organization, WHO will conduct a background verification of final candidates.*