

TERMS OF REFERENCE
TECHNICAL WRITER
FOR THE E-HEALTH PROJECT UNDER THE MINISTRY OF HEALTH OF UKRAINE

ToR Date of Issuance:	June 20, 2019
Due Date for Applications:	until the position is closed

PRSM is committed to providing equal employment opportunity without regard to race, color, religion, gender, sexual orientation, national or ethnic origin, age, disability or status as a veteran with respect to policies, programs and activities.

Background

The **Professionals for Reform Support Mechanism (PRSM)** provides human resource support – from managers to technical experts – to critical reform initiatives undertaken by national governmental agencies. PRSM is a multi-donor platform, which improves coordination of donor efforts for greater impact and avoids overlap of donor funding. It does not support routine work of the Government of Ukraine that is normally managed by the civil service. To do this, PRSM:

- **Selects initiatives** based on clearly defined links to reform initiatives;
- Ensures transparent **recruitment** of human resources;
- Manages the **contracting** and payment of human resources;
- Provides financial **reports** for donors;
- **Monitors** initiatives for results.

Reform Initiative

The Ministry of Health of Ukraine (MoH) has already announced the implementation of e-Health project as its priority. The Ministry seeks to establish a medical data system, which will maintain a pan-Ukrainian registry of patients, doctors and medical institutions, as well as possess data on contractual relations between them. The system will preclude healthcare actors from concluding fraudulent agreements, as well as provide invaluable statistics on diseases and prescribed treatment, which still do not exist in Ukraine to date. The Government of Ukraine (GoU) has a strong political will to launch e-Health solutions for the benefit of both its citizens and health care system. Political support has been well formulated by signing of 3 technical Memorandums by the Ministry of Health of Ukraine.

Position Summary

Technical Writer will be responsible for the process of bringing the existing eHealth documentation to the new structure, correcting inaccuracies, and supplementing the missing parts in the data, provide the support in setting up a platform for storing and maintaining documentation (Confluence or another Wiki-tool).

Preferred Qualifications and Skills:

- Bachelor's degree in Computer Science, Engineering, Linguistics (but with IT experience) or equivalent;
- 3+ years of working experience in technical writing of software documentation;
- Excellent writing and communication skills in English and Ukrainian (English level: at least Upper intermediate/B2, though Advanced is more preferable);
- Experience in creating API reference docs (OpenAPI) and developer guides;
- Ability to gather information from SMEs to produce content;
- Ability to deliver clear and concise documentation in simple and easy-to-read English/Ukrainian;
- Experience working in a fast-paced environment with multiple competing priorities;
- Experience working with Atlassian stack tools (Jira, Confluence);
- Experience with other Wiki engines is a plus;
- Familiarity with any of the following style guides is a plus:
 - a) Google Developer Documentation Style Guide
 - b) Microsoft Style Guide
 - c) Apple Style Guide
- Understanding fundamental principles of Scrum process;
- Understanding of software source code;
- Experience in creation of graphic diagrams for process descriptions (BPMN, UML);
- Experience in creation of user guides, release notes, software requirements specifications, how to's, FAQs.

Indicative Duties and Responsibilities:

- Work with the e-Health team to obtain an in-depth understanding of the product and the documentation requirements;
- Interviewing key expert to fulfill the documentation;
- Align the existing documentation to the new target structure;
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience (developers, administrators, business users);
- Gather usability feedback, analyze existing and potential content, focusing on possible improvements and reuse opportunities;
- Maintain and improve the documentation architecture.

Contract Duration and Timing

Full-time position based in Kyiv. For contracting, a candidate should be able to register Private Entrepreneur of the 3d group.

To apply

Submissions (CV and cover letter) must be prepared in English and delivered electronically to the following address: prsm@fsr.org.ua. We do not welcome unsolicited phone calls.