

# Standard Operating Procedures on Health Activities *for Project Officers*

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## Table of Contents

<b>Purpose</b> .....	<b>2</b>
<b>Roles and responsibilities</b> .....	<b>2</b>
Roles and responsibilities of ISHG volunteers .....	<b>2</b>
Roles and responsibilities of Project Officers (POs) .....	<b>3</b>
Roles and responsibilities of Management/Leader ISHGs or Township Network Committee.....	<b>4</b>
<b>Procedures</b> .....	<i>Error! Bookmark not defined.</i>
<b>Health promotion and physical exercise</b> .....	<i>Error! Bookmark not defined.</i>
<b>Screening</b> .....	<i>Error! Bookmark not defined.</i>
Screening steps .....	<b>Error! Bookmark not defined.</b>
<b>Synergies with PHC</b> .....	<i>Error! Bookmark not defined.</i>
<b>Monitoring processes</b> .....	<b>5</b>
<b>Monitoring process for ISHG volunteers</b> .....	<b>5</b>
Reporting for monthly activities .....	<b>5</b>
Reporting for the screening process .....	<b>5</b>
<b>Monitoring process for Project Officers</b> .....	<b>5</b>
Monitoring from distance ISHGs.....	<b>5</b>
Monitoring visits to ISHGs and respective RHC/SRHC .....	<b>6</b>

## Purpose

The aim of the SUNI-SEA project is to strengthen ISHG to provide health-activities, and ultimately reduce the burden of NCDs. ISHG volunteers will need to conduct health activities such as screening, health promotion, and linking with primary health care by collaborating on certain health activities and creating synergies for referring from community to PHC and back. ISHGs will report activities to POs.

POs will have an overarching responsibility in supporting ISHGs deliver their activities, by closely monitoring activities, ensuring needs are met, and challenges faced are reported and addressed. Further Project Officers will have an important role to play in collecting crucial information on the delivery of the project at community level, and linkages with PHC. Consequently, this SOP aims at by providing guidance to project officers for their supporting and monitoring roles to ISHGs.

## Roles and responsibilities

### Roles and responsibilities of ISHG volunteers

There will be 3 volunteers per ISHG. The role of ISHG volunteers will be to provide basic screening services as well as health promotion and education for community members. ISHG volunteers will receive a 5-day training with all necessary information, tools, and materials, to conduct such activities. It is important to note that Primary Health Care (PHC) workers already conduct health promotion and screening activities in the communities. The role of ISHG volunteers will be focused on prevention and increasing knowledge and awareness on NCD illnesses and services available at the PHC. ISHG volunteers will be responsible for linking with Primary Health Care nearest facilities and respective health staff, to create synergies between communities and PHC and improve take-up of services at PHC level. ISHG volunteers will be based in their respective communities, and will receive benefits from ISHG groups, whether they are ISHG members or not.

#### *Roles of the volunteers*

- To participate in the 5-day training to learn to motivate community members, to deliver health activities, and to link with PHC facilities.
- To work with ISHG management committee to conduct basic health information session in ISHG monthly meeting and other occasional events to ISHG members and community members according to ISHG's action plan
- To work with ISHG management committee and local organizations to develop IEC materials on relevant health topics as required
- To conduct basic health screening to all ISHG members, homecare clients, and community members (aged over 40 years old)
- To record health activities and report to ISHG main committee management members and to project officers
- Attend monthly case management meeting (normally before ISHG's monthly meeting) to review each case: situation, need, who does what and plan for next month activities
- To participate in other training and capacity building activities to improve knowledge and skills on health-related issues

### *Health volunteer selection criteria and qualifications;*

- Has a heart willing and ready to frequently and regularly help community people
- Has time and good health
- Does not require money for their support (volunteer time)
- Lives in the same village/ward as the ISHG that they are responsible to follow up
- Do agree to follow ISHC/ISHG's volunteer requirements
- Able to volunteer on a regular basis of at least 2 hours per week, and not exceeding 5 hours.
- Willing and ready to provide information on activities done in the month to ISHG's management committee in charge to put in volunteer's monthly reports;
- Can be ISHC/ISHG member or a non-member
- Ability to communicate and engage with the whole community
- Some background or knowledge in health is preferred
- Basic reading and writing knowledge

### *Roles and responsibilities of Project Officers (POs)*

There will be 3 project officers; 1 in Mandalay region (covering Pyin Oo Lwin, Mattaya, Patheingyi) and 1 in Ayeyarwaddy Region (covering Pathein, Kangyidaunt, Shwe Thaug Yan), and 1 in Yangon Region, each responsible for all ISHGs in each region. POs will provide technical support and monitor activities of health volunteers. Project Officers will coordinate between volunteers and PHC to ensure synergies are being created. In addition, POs will monitor health activities of ISHG conducted by the volunteers and will ensure smooth coordination between volunteers and management board to ensure activities are conducted efficiently.

POs will take responsibilities as listed below throughout the project and will build up the sustainability of these practices and system, by allowing ISHGs to learn, assimilate learnings, and build capacity to function on their own. After the project management structure of ISHG and TNC will take ownership.

### *The Project Officer will be responsible for the following tasks:*

- Supervise the volunteers in carrying out their activities in ways consistent with the project objectives and strategies
- Ensure that volunteers are familiar with the objectives, strategies and procedures of the project
- Co-ordinate and liaise with township and district level officials as well as with ISHG/TNC and Older People's Federation (OPF) regularly
- Assist in preparing ISHG 6-Month Work Plan for health activities and budgets and their revisions as and when required
- Conduct field visits to monitor progress and identify issues and challenges in building synergies between communities and PHC, and report to HAI.
- Provide recommendations to ISHG volunteers, health staff from respective closest health facilities, and HelpAge International project staff for their consideration.
- Conduct one midterm evaluation with PHC providers on synergies between community and PHC, and perceptions on community intervention and referral system.

- Identify other local implementing partners/ local community group in the area
- Coordinate with the central office (Yangon) regarding logistics and procurement arrangements for approved community/group activities such as to ensure effective and timely delivery of project inputs
- Transfer responsibility to ISHG management and TNC and ensure that this transfer of responsibility goes smoothly for project sustainability.
- Oversee the collection of village, village tract, and township level data for planning and monitoring
- Prepare and submit Monthly reports (standard format will be provided) for HelpAge International

*PO selection criteria and qualifications;*

- A university degree in public health, or closely related discipline
- Willingness and interest to work with Older People
- Strong interpersonal and advocacy skills for facilitating participation of communities in project activities
- Good computer skills including Ms-Office (Word, Excel & PowerPoint) and preferably experience with data collection software such as SurveyBe
- Good team spirit and respect for diversity
- Mature with good communication and management skills
- Proficient in written and spoken English and Myanmar
- Good relationship with government departments at township and district levels
- Experience working with Older People is preferred
- Experience in working and dealing with INGOs will be an advantage
- Good English speaking skills and reading and writing knowledge

## Roles and responsibilities of Management/Leader ISHGs or Township Network Committee

Health volunteers will be under the management of head/leader of ISHG and Township Network committee. Management/Leader ISHGs or Township Network Committee will provide support when health volunteers face any difficulties/challenges in their volunteer work. Moreover, they will cooperate with township coordinators for technical support to health volunteers. If needed, they will support to link with local authorities and relevant stakeholders.

- Coordinate/cooperate with project officers for the selection of volunteers who have best performance and awarding
- Supervise the health volunteers about their functionality to prevent the vacant volunteers
- Support health volunteers if they need any support from management structure
- Solve the difficulties/challenges of the health volunteers if needed in case
- Manage, supervise and monitor ISHGs

## Monitoring processes

For Myanmar SUNI-SEA one of the three ISHG volunteers (or all three) will be an M&E focal that will report to the Project Officers on a monthly basis. Project Officers will be responsible for providing support and doing yearly monitoring visits for each ISHG groups.

Project Officers will check report quality from ISHG while collecting reports and while visiting the ISHGs. They will also provide technical support and solve the issues raised at the M&E visits. Three Project Officers will be hired in Ayewarddy Region and Mandalay Region, and Yangon Region, so they will be responsible for about 30 ISHGs each.

## Monitoring process for ISHG volunteers

### Reporting for monthly activities

ISHG volunteers will report to POs monthly via tablets. A monthly report of activities form will be programmed into the tablet and the M&E focal will take responsibility for filling the form each month reporting on activities (information will be gathered from records from monthly meeting attendance, health promotion sessions, etc). They will communicate by with POs by Viber if they need any direct support.

### Reporting for the screening process

Two (2) screenings per month will be conducted. During these screenings; one (1) ISHG volunteer takes responsibility for filling in tablet information, while one (1) other takes responsibility in filling in the referral/follow-up form, and the last one (1) is providing support taking measurements, etc.

Information obtained from screened persons at the community will be recorded in the tablets and will be automatically synced to HelpAge server when Internet connection is available.

The tablet will indicate with pop-up messages if the member needs to be referred (based on referral criteria agreed upon). Further, for follow-up, ISHGs will follow the same procedure as in PHC facilities, using the 10-year CVD risk. In order to follow-up on those persons, a referral and follow-up form will be provided to ISHG volunteers to keep a record of that information. ISHG volunteers will have the necessary information to contact those who need to be followed-up after x months and who have been referred to PHC.

A hand out health booklet form will be provided to each screened person, in which they will fill in general information obtained from the ISHG screening, along with referral information and follow-up information.

Each referred person will take that booklet to the PHC facility and will fill in with information obtained from the PHC. Further, if referred, the individual will also be asked to fill a client satisfaction form after their visit to the PHC facility.

## Monitoring process for Project Officers

### Monitoring from distance ISHGs

As mentioned earlier, Project Officers will be responsible for collecting forms from ISHGs (via tablet or Viber) monthly. They will report to HAI quarterly. Project Officers will check report quality from ISHGs

while collecting reports and while visiting the ISHGs. They will also provide technical support and solve the issues raised at the M&E visits.

#### Monitoring visits to ISHGs and respective RHC/SRHC

POs will also be responsible in providing support, and doing yearly monitoring visits for each ISHG group. During these visits, POs will collect information on ISHG's challenges, and achievements in conducting the health (ISHG Monitoring and Supervision Checklist), and will then summarize on volunteer functionality (Summary Volunteer Functionality) by reporting results to HelpAge, Yangon office.

### **Summary of forms to be used for monitoring**

#### For ISHG volunteers

- Monthly report of activities
  - Frequency: Monthly
  - To be filled by: ISHG volunteer
  - To be sent to: Respective PO
- Referral and Follow-up
  - Frequency: As needed during screening sessions
  - To be filled by: ISHG volunteers
  - To be sent to: Respective PO

#### For people screened/referred to PHC

- Health booklet first draft done
  - Frequency: Each screening session
  - To be filled by: Individual screened, with support from ISHG
  - To be kept in individual's hand

#### For Project Officers

- Monitoring and Supervision Checklist for ISHG visit
  - Frequency: Once yearly for each ISHG
  - To be filled by: PO
  - To be sent to: HelpAge, Yangon Office
  - Format: excel
- Quarterly report of ISHG activity
  - Frequency: Quarterly (based on monthly ISHG report)
  - To be filled by: PO
  - To be sent to: HelpAge, Yangon office
  - Format: excel