

Standard Operating Procedures on Health Activities *for ISHGs/SHG Volunteers & Project Officers*

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Purpose

The aim of the SUNI-SEA project is to strengthen ISHGs 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 and Self-Help Group volunteers 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 ISHG and community group. Consequently, this SOP aims at by providing guidance to project officers for their supporting and monitoring roles to ISHGs at Yangon, Mandalay and Ayeyarwady region and self-help group at Pindaya, Shan state.

Roles and responsibilities

Roles and responsibilities of ISHG and SHG volunteers

There will be 18 volunteers from 18 ISHG at Yangon, Mandalay and Ayeyarwady region and 12 volunteers from Shwe Da Nu self-help group fro 56 villages at Pindaya Township, Shan state. The role of ISHG volunteers will be to provide support the screening of NCD and mental health risk by using the NCD self-care application as well as health promotion and education for community members. ISHG volunteers will receive a 4-day training with all necessary information, tools, and materials, to conduct such activities. ISHG and SHG 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 4-day training to learn usage of self-care application and basic knowledge about NCD and mental health to deliver health knowledge among community members
- To support community in physical measurement tools usage and support in completing the usage of self-care application to get the individual risk level among community.
- To record their health activities and report to ISHG main committee management members and to project officers
- 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 Patheingyi Township, Mandalay region for 5 ISHG's and 1 in Shwe Thaug Yan Township, Ayeyarwady Region for 5 ISHG's, and 1 in Yangon Region for 8 ISHG's. In addition, all 3 POs will be responsible for 56 villages at Pindaya Townships, Shan state and deliver tasks equally. POs will provide technical support and monitor activities of health volunteers. POs will monitor health activities of ISHG and SHG 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 ISHG's 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 for supporting the measurement and usage of application for self-care assessment in ways consistent with the project objectives and strategies
- 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
- Conduct field visits to monitor progress and identify issues and challenges faced while community using the self-care application and physical measurement tools usages and report to HAI.
- 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 Leader ISHGs/SHG or Township Network Committee

Health volunteers will be under the management of head/leader of ISHG/SHG and Township Network committee. Management/Leader ISHGs/SHG 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 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. Three Project Officers will be hired in Ayewarddy Region and Mandalay Region, and Yangon Region, so they will be responsible for about 18 ISHGs and they will cover 56 villages at Shan state equally.