

JOB VACANCY

BASE	Aleppo
POSITION	Emergency Health Officer

Location: Aleppo Governorate (As-Safira and Jabal Sam'an Districts)

Position Title: Emergency Referral and Pre-Hospital Care Officer

Line Manager: Emergency Health Specialist / Health Specialist

POSITION OVERVIEW

- The Emergency Health Officer supports the Emergency Health Specialist and Primary Health Specialist in strengthening emergency referral systems, referral pathways, ambulance services, and pre-hospital emergency care capacities across As-Safira and Jabal Sam'an Districts in Aleppo Governorate in close coordination and collaboration with the DoH Emergency Referrals Directorate.
- The position focuses on improving access to timely, efficient, and quality emergency medical services through the strengthening of referral coordination mechanisms, emergency communication systems, ambulance and patient transfer processes, and pre-hospital emergency care capacities. The Officer will work closely with ambulance teams, paramedics, health facilities, emergency focal points, and programme teams to ensure effective emergency referral management and continuity of care across different levels of the health system.
- The Officer will contribute to the implementation, monitoring, and continuous improvement of emergency medical referral services and emergency preparedness activities while supporting the capacity building of ambulance personnel, paramedics, emergency medical technicians, and frontline health workers in accordance with national and international emergency care standards.

ROLE AND RESPONSIBILITIES

Emergency Referral System Strengthening

1. Support the the DoH in design, implementation, and continuous improvement of emergency referral systems across As-Safira and Jabal Sam'an.
2. Conduct mapping and periodic analysis of referral pathways, emergency transport networks, receiving facilities, and emergency service providers.
3. Support the establishment and strengthening of standardized referral protocols, tools, patient transfer procedures, and communication mechanisms between health facilities and ambulance services in line with the MoH guidelines and protocols
4. Monitor functionality and effectiveness of referral mechanisms and develop recommendations to improve referral timeliness, efficiency, and patient outcomes.
5. Support the development and maintenance of emergency referral directories, facility service maps, and referral pathway guidance documents.
6. Monitor referral indicators and produce periodic analyses to identify trends, bottlenecks, and gaps affecting emergency service delivery.

Pre-Hospital Emergency Care Strengthening

7. Provide technical support to ambulance teams and pre-hospital care providers to strengthen emergency medical response capacities.
8. Monitor the quality and effectiveness of pre-hospital emergency care services and ambulance operations.
9. Support the implementation of pre-hospital emergency care standards, triage protocols, stabilization procedures, and patient transfer guidelines.
10. Promote the adoption of evidence-based pre-hospital emergency care practices across supported services.
11. Conduct regular field supervision visits to ambulance stations, referral coordination units, and supported health facilities.
12. Assess readiness of emergency response teams, ambulances, communication systems, emergency equipment, and medical supplies.

Capacity Building and Technical Support

13. Lead and support training programmes for paramedics, ambulance personnel, emergency medical technicians, nurses, and relevant healthcare workers.
14. Identify training needs and develop capacity-building plans focused on emergency referrals, trauma management, mass casualty management, basic and advanced life support, triage, and pre-hospital emergency care.
15. Facilitate simulation exercises, practical drills, and case reviews to strengthen emergency response capacities.
16. Provide supportive supervision, coaching, mentoring, and on-the-job training to emergency care personnel.
17. Support the development and dissemination of emergency care protocols, training materials, job aids, and standard operating procedures.

Emergency Preparedness and Response

18. Support development, implementation, and updating of Emergency Preparedness and Response Plans (EPRPs) for supported facilities and emergency response services.
19. Contribute to preparedness planning for disease outbreaks, mass casualty incidents, population displacement, natural hazards, and other emergencies.
20. Support emergency response activities during acute public health events and humanitarian emergencies when required.
21. Participate in emergency assessments and contribute to the identification of priority emergency health needs.

Monitoring, Reporting, and Quality Improvement

22. Monitor emergency referral and ambulance service performance against agreed indicators and targets.
23. Review referral data, ambulance utilization reports, emergency service records, and patient transfer outcomes to support evidence-based decision-making.
24. Support quality improvement initiatives aimed at strengthening emergency medical services and referral systems.
25. Prepare timely weekly, monthly, quarterly, and ad hoc technical reports highlighting achievements, challenges, performance trends, and recommendations.
26. Document lessons learned, best practices, and success stories related to emergency referral systems and pre-hospital care.

Coordination and Representation

- 27. Coordinate closely with health facilities, ambulance teams, programme staff, and relevant stakeholders to ensure effective emergency referral services.
- 28. Support the Primary Health Specialist in stakeholder engagement, technical meetings, assessments, and coordination activities related to emergency health services.
- 29. Maintain effective communication between referral focal points, ambulance teams, and receiving facilities to facilitate continuity of care.
- 30. Participate in relevant technical coordination forums and emergency health meetings as delegated by the supervisor.

ESSENTIAL REQUIREMENTS

Education

✓ University degree in Medicine, Nursing, Emergency Medical Services, Paramedicine, or another relevant health-related field.

Professional Experience

- ✓ Minimum three (3) years of professional experience in emergency health, ambulance services, emergency medical care, trauma care, or humanitarian health programmes.
- ✓ Demonstrated experience in emergency referrals, ambulance services, referral coordination, or pre-hospital emergency care.
- ✓ Experience delivering training and capacity-building activities for healthcare workers, paramedics, or emergency response teams.
- ✓ Experience conducting supportive supervision, monitoring visits, and health facility assessments.
- ✓ Previous experience with humanitarian organizations or INGOs is highly desirable.

Technical Competencies

- ✓ Strong knowledge of emergency referral systems, patient transfer mechanisms, and pre-hospital emergency care.
- ✓ Good understanding of triage systems, trauma management, stabilization practices, and emergency preparedness planning.
- ✓ Experience in data collection, monitoring, reporting, and performance analysis.
- ✓ Ability to conduct training, mentoring, and supportive supervision.
- ✓ Strong coordination, communication, and problem-solving skills.

Languages

- ✓ Fluency in Arabic.
- ✓ Professional working proficiency in English.

MERIT ACCREDITATION

The following qualifications and competencies will be considered assets:

- Certification in Basic Life Support (BLS), Advanced Life Support (ALS), ATLS, PHTLS, EMT, or equivalent emergency care programmes.
- Experience strengthening ambulance and referral systems in humanitarian settings.

- Experience in mass casualty management and disaster preparedness.
- Experience supporting emergency operations centers or referral coordination desks.
- Knowledge of emergency communications and dispatch systems.
- Experience working in Aleppo Governorate, particularly As-Safira and Jabal Sam'an.
- Strong facilitation and adult learning skills.
- Demonstrated leadership and mentoring abilities.
- Ability to work effectively under pressure and in rapidly changing operational environments.

How to apply

Thank to send your application with a resume, cover letter, to:

vacancy.syria@unponteper.it

Deadline for submitting applications: 27July 2026