

Terms of Reference

Position/Title: Program Assistant

Base Location: Hanoi, Vietnam

Duration: One year, extendable based on performance and funding

Reports to: Senior Program Manager

Background

The Clinton Health Access Initiative, Inc. (CHAI) is a global health organization committed to our mission of saving lives and reducing the burden of disease in low-and middle-income countries. We work at the invitation of governments to support them and the private sector to create and sustain high-quality health systems.

CHAI was founded in 2002 in response to the HIV/AIDS epidemic with the goal of dramatically reducing the price of life-saving drugs and increasing access to these medicines in the countries with the highest burden of the disease. partners with governments and stakeholders to prevent and treat infectious diseases such as COVID-19, malaria, tuberculosis, and hepatitis. Our work also spans non-communicable diseases (NCDs) including diabetes and hypertension, maternal and child health, nutrition, vaccine delivery, health financing, digital health. Across all programs, CHAI's approach emphasizes sustainable, government-led solutions that can be scaled nationally, with lessons shared globally.

Established in Vietnam in 2006, CHAI initially supported national efforts on HIV/AIDS and subsequently expanded its work to tuberculosis (TB), malaria, and immunization, before extending support to NCDs. Across these programmatic areas, CHAI serves as a technical partner to the Ministry of Health and its partners, supporting the design and implementation of integrated, resilient, and people-centered health interventions, with a strong focus on health systems strengthening and digital health.

CHAI is seeking a Program Assistant (PA) to provide general programmatic, administrative, and coordination support across all CHAI program areas in Vietnam. The PA will support documentation, coordination, logistics, and day-to-day implementation activities with government counterparts and CHAI teams at both national and sub-national levels.

Main Responsibilities

The Program Assistant will provide general program support and selected office operations support, and will report to the Senior Program Manager (SPM) or designated line manager:

1. Program and Project Implementation Support:

- Support the planning, coordination, and implementation of program activities in line with approved workplans.
- Assist in day-to-day coordination with government counterparts, partners, and CHAI teams at national and sub-national levels.

- Support monitoring of progress against deliverables, timelines, and agreed workplans, and flag implementation issues to the line manager for follow-up.
- Provide support to field activities, including coordination of data collection, data cleaning, and basic descriptive analysis, as assigned.
- Contribute to periodic progress updates, donor reports, and internal documentation, ensuring accuracy and timeliness.

2. Data, Documentation, and Analytical Support
 - Prepare data collection tools, forms, and templates as required.
 - Support basic data compilation, tabulation, and development of charts or summaries for monitoring, reporting, and presentations.
 - Assist in testing or documenting issues for digital tools, systems, or platforms used within programs (where relevant).
3. Logistics, Coordination, and Administrative Support
 - Provide logistical support for trainings, workshops, meetings, mentoring visits, and field missions (e.g., venue booking, materials preparation, travel arrangements).
 - Assist in preparing and processing procurement documents, purchase requests, service agreements, and related administrative paperwork.
 - Draft letters, official correspondence, and program documents for partners and government counterparts.
 - Support translation and interpretation (English - Vietnamese / Vietnamese - English), as required.
 - Take minutes during meetings and ensure proper filing, documentation, and follow-up actions.
4. Cross-Project Support (As Assigned)
 - Provide coordination, analytical, or administrative support to other CHAI program areas, as assigned by the line manager.
 - Specific responsibilities will be determined based on programmatic needs and will be reflected in the Objective setting process agreed with the SPM.

Skills and Experiences

- Bachelor's degree in public health, social sciences, business administration, or a related field.
- Minimum of 2 years of relevant work experience in public health, development projects, or health-related fields.
- Fluent in verbal and written Vietnamese and English;
- Proficient in Microsoft Word, Excel, PowerPoint, and other tools;
- Excellent organizational skills and high attention to details;
- Good task prioritization and time-management skills;
- Good ability to work independently and collaboratively within a team;
- Strong problem-solving ability and proactive thinking.

A one-page cover letter should specify the position sought and highlight why the candidate believes they are the right person for the position. A CV detailing professional experience and

relevant qualifications. Interested candidates should send materials in English to vietnamjobs@clintonhealthaccess.org before **28 February 2026**. Indicate position sought in the subject line. **Applications will be reviewed as they arrive.** Only shortlisted candidates will be invited for interview.