

SCOPE OF WORK			
Position	:	MEL Lead	
Department	:	Research & Monitoring, Evaluation and Learning	
Employee Type	:	Contract 12 months	Revision Date : 27 October 2026
Location	:	Jakarta; field visits to PHIL project sites are required according to the approved workplan.	

I. CISDI AND OUR CULTURE

CISDI is a full-service *center of expertise* that advances health system strengthening and development. Our vision is to set and implement health system standards, leaving no one behind by driving a systemic, evidence-based transformation of Indonesia's and other countries' health systems. We work in close collaboration with international institutions, governments, donors and private sector partners to support PHC systems and ensure robust and public-oriented policies are set and subsequently implemented.

We are positioned to continue this growth trajectory by expanding into new business sectors with service offerings driven by donors and private client's requests. To ensure we operate internally to the same high standards we perform externally, we embarked on an aggressive organizational-wide transformation aligning our internal policies, processes, procedures and systems to meet these changing market dynamics.

Guided by five mission pillars, our work integrates research, implementation, advocacy, communication, and collaboration into one continuous cycle. We conduct research to generate evidence that drives innovation and advocacy, and translate the evidence into implementation by strengthening primary health care through community engagement. We advocate for better health policy, governance, and right to health, while fostering public participation that turns awareness into collective action. Underpinning all of this is collaboration, through cross-sector partnerships and strategic forums that strengthen the health system as a whole.

Our people are at the heart of this work and contribute directly to our mission. CISDI brings together professionals from diverse disciplines who share a commitment to the public interest. We foster a collaborative environment as "super power" where ideas are valued regardless of position or tenure, where integrity and accountability shape how we use evidence, resources, and continuous learning being part of everyday work. We are committed to an inclusive and safe workplace and to a healthy balance between work and personal life.

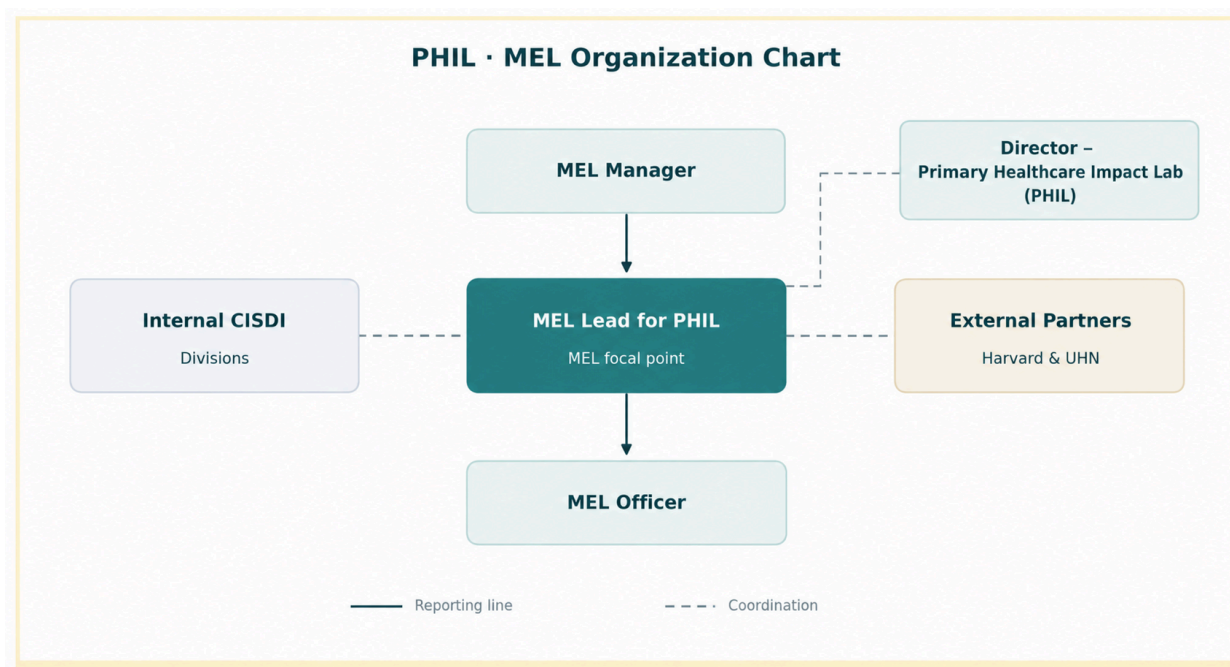
We hire highly intelligent professionals who thrive on challenges. Our professionals are given the freedom to express their creativity by solving complex healthcare sectoral issues often working on problems that other organizations may not have tried or have failed. Our people thrive in a collaborative work environment where ideas are heard and acted upon regardless

of level or length of employment. Work-Life balance is not just talk but is embedded into our operating models, policies and procedures. It is who we are.

II. SUMMARY OF ROLE

The MEL Lead for the Primary Healthcare Impact Lab (PHIL) serves as the primary MEL focal point for the project, coordinating day-to-day MEL implementation and communication across CISDI divisions and with external partners, including Harvard Medical School (HMS) and Universitas Harkat Negeri (UHN), under the supervision of the MEL Manager. The MEL Lead for PHIL coordinates the day-to-day implementation of the project's monitoring, evaluation and learning work under the supervision of the MEL Manager. The role translates the agreed MEL framework into practical workplans, measurement tools, quality checks and reporting, and directly supervises the assigned MEL Officer(s). Working with the PHIL Program, Research team, Clinical and Community Engagement teams and relevant partners, the MEL Lead brings together evidence to support refinement of the hypertension Model of Care implementation, assessment of implementation readiness and project learning. The role contributes to CISDI's mission by ensuring that programme decisions are informed by timely, credible and appropriately interpreted evidence, with strategic direction and final MEL review provided by the MEL Manager.

III. ORGANIZATION CHART



IV. JOB DESCRIPTIONS

Responsibility	Main Activity	Output/Measurement
Coordinate PHIL MEL planning and measurement	- Translate the approved Theory of Change, results framework and MEL plan into a feasible workplan, indicator guidance and measurement schedule. - Coordinate the development and testing of tools with the relevant evidence owners. - Submit substantive changes in indicators, methods, targets or workload to the MEL Manager for review and approval.	Updated MEL workplan, indicator register and tools available by agreed milestones. Each active indicator has a clear definition, source, frequency and responsible person; unresolved measurement decisions are flagged before data collection.
Supervise and coordinate MEL Officer	- Assign tasks and deadlines within the approved workplan; provide technical guidance and regular feedback. - Review the Officer's datasets, calculations, trackers and draft reports before submission to the MEL Manager. - Identify capacity and workload issues, provide coaching and contribute evidence to performance reviews.	- Clear task allocation and regular progress checks. - Officer outputs reviewed before submission; corrections followed up. - Development needs and workload risks discussed with the MEL Manager.
Coordinate and support routine monitoring and data quality assurance	- Coordinate timely access to agreed programme and UHN service data. - Guide and support Officers in checking completeness, consistency, duplicates, indicator calculations and missing data, and follow up discrepancies with source owners. - Conduct field visits to PHIL project sites in Tegal City, Tegal Regency, and Brebes Regency according to the approved workplan and budget to monitor	- Indicator tracker/dashboard updated for each agreed reporting cycle. - Data checks and corrective actions documented; reported figures traceable to sources. Missing, not-yet-due and not-applicable results distinguished from zero. - Planned field visits completed, with concise visit notes recording findings, agreed actions, responsible persons and deadlines; follow-up progress tracked.

Responsibility	Main Activity	Output/Measurement
	<i>implementation, verify source data, provide on-site support to MEL Officer(s), and discuss findings and practical improvements with programme teams and local partners. Agree visit priorities and timing with the MEL Manager. Maintain confidentiality, appropriate access and orderly records while avoiding duplicate data entry.</i>	
Coordinate MEL inputs to evaluation and evidence synthesis	• Work with the Research team and UHN counterparts to align evaluation questions, measures, timing and data needs. • Consolidate validated findings from formative work, routine monitoring, implementation research and patient outcome measurement, as available. • Review interpretation and limitations with evidence owners and prepare synthesis for the MEL Manager; research design, scientific analysis and clinical decisions remain with the designated leads.	• Agreed MEL inputs delivered to the evaluation schedule. • Evidence summaries identify sources, gaps, limitations and implications for programme decisions. • Exploratory patient outcomes are reported without unsupported causal or population-wide claims.
Track community, implementation and organisational results	• Coordinate collection and verification of evidence on community engagement participation and responses to recommendations, model of care implementation, provider competency, curriculum integration and PHIL learning processes, in line with the approved framework. • Work through the responsible programme, community, clinical, curriculum and research teams to obtain records and resolve gaps.	• Relevant indicators and milestones supported by documented evidence. • Outstanding information and decisions flagged to the responsible owner. • Community recommendations and responses can be traced where required by the agreed framework.

Responsibility	Main Activity	Output/Measurement
<i>Facilitate learning and follow-up</i>	• Prepare evidence summaries and facilitate routine learning discussions as delegated by the MEL Manager. • Record key findings, agreed adaptations, responsible persons and deadlines in a concise tracker. • Follow up actions and prepare evidence for decisions on further testing, implementation readiness and handover.	• Learning briefs or meeting notes prepared at agreed review points. • Agreed actions have owners and deadlines; follow-up status is visible. • MEL evidence and limitations included in the final learning and handover package.
<i>Prepare reporting and coordinate technical follow-up</i>	• Prepare consolidated MEL updates and contributions to programme, partner and donor reports. • Coordinate routine technical requests within the agreed scope. • Provide the MEL Manager with progress updates, risks and recommendations; promptly escalate issues affecting quality, resources or major deadlines. • Represent MEL in technical meetings when delegated.	• Draft MEL reports and updates submitted to the MEL Manager by internal deadlines, with consistent figures and clear findings. • External submissions, changes in commitments and substantive methodological decisions follow the required approval or delegation.
<i>Serve as the MEL focal point for PHIL and coordinate internal and external communication.</i>	• Establish and maintain regular communication on PHIL MEL activities across relevant CISDI divisions and with external partners, including HMS and UHN. • Serve as the primary contact for MEL-related requests, coordinate technical discussions and inputs, and follow up on feedback and agreed actions. • Keep the MEL Manager informed of progress and key issues, and seek guidance or approval on strategic decisions and changes to agreed plans or commitments.	• MEL-related requests and partner feedback are addressed within agreed timelines. • Key discussions and follow-up actions are documented with clear responsibilities and deadlines. • Progress, unresolved issues and decisions requiring approval are communicated to the MEL Manager.

V. WORKING RELATIONS

Type	Stakeholder	Purpose of Interaction
Internal	MEL Manager	Receive strategic direction and agreed priorities; submit technical recommendations, draft outputs and escalated issues for review and decisions.
Internal	Assigned MEL Officer(s)	Provide day-to-day supervision, task allocation, technical guidance, quality review and coaching.
Internal	PHIL Program/Technical, Research, Clinical/Curriculum and Community Engagement teams	Agree data needs and timelines, validate findings, track community and implementation evidence, and follow up learning actions within each team's responsibilities.
External	Universitas Harkat Negeri (UHN): designated clinical, research and academic counterparts	Coordinate agreed data flows, clarify records and measurement requirements, and validate evidence on care delivery and curriculum integration through the established project arrangements.
External	HMS and other designated technical/research partners	Coordinate technical MEL inputs and methodological clarification as delegated by the MEL Manager and in collaboration with the Research team.
External	Community Advisory Board (CAB) representatives and other project stakeholders, as relevant	Support appropriate feedback and validation of community-related evidence through the Community Engagement/Program team; contribute to technical discussions when delegated.

VI. QUALIFICATIONS

A. Minimum Qualifications

- *Education*
Bachelor's degree in public health, epidemiology, statistics, social sciences, development studies or a related field. A relevant master's degree is an advantage.
- *Work Experience*
At least five years of relevant experience in monitoring, evaluation, research or programme learning, including experience coordinating technical work and supervising or mentoring staff. Experience in health programmes and working with routine service data is preferred.
- *Specialized Knowledge*
Applied knowledge of Theory of Change, results frameworks, indicator design, routine monitoring, data quality assurance and mixed-method evidence interpretation. Understanding of primary health care, implementation research, equity-sensitive measurement and responsible handling of personal data.
- *Language*
Professional working proficiency in Bahasa Indonesia and English, both spoken and written, including the ability to participate actively in technical discussions, present MEL findings, write reports and correspondence, and communicate effectively with international partners.
- *Certification*
No mandatory professional certification proposed. Relevant training in MEL, evaluation methods, implementation research or data analysis is an advantage.
- *Field Travel*
Willingness and ability to undertake field visits to PHIL project sites in Tegal City, Tegal Regency, and Brebes Regency as required by the role, with timing, duration and frequency agreed with the MEL Manager based on project needs and the approved workplan and budget.

B. Competencies

- *Technical Competencies*
Ability to translate frameworks into feasible measurement plans; review indicator calculations and datasets; analyse and interpret quantitative and qualitative findings; prepare clear reports and dashboards; facilitate learning discussions; and supervise technical delivery. Proficiency in Excel or Google Sheets and relevant analysis or data-management tools.
- *Behavioral Competency*
Sound judgement; attention to data integrity and detail; clear communication; collaborative working; constructive supervision and feedback; practical problem-solving; accountability for agreed commitments; and respect for inclusion, confidentiality and differing perspectives.