

Chief Digital Health Officer Living Goods



Our Client

Living Goods is a non-profit organization founded in San Francisco with operations in Uganda, Kenya, and Myanmar, and Washington, DC. Its goal is to build sustainable community health systems at scale. Living Goods envisions a world where every family can easily access the healthcare they need to survive and thrive. To achieve this, Living Goods supports digitally empowered community health workers (CHWs) who deliver care on call by leveraging smart mobile technology and real-time data, with the goal of supporting governments to invest in and scale effective community health nationally. CHWs go door-to-door in their neighborhoods to provide health education, diagnoses, medicines, and health products.

Living Goods provides CHWs with ongoing training and a smartphone equipped with a powerful diagnostic mobile app. Supervisors closely monitor the performance of CHWs and ensure they are always stocked with essential medicines and health products. Importantly, CHWs focus on the impact areas where they can make the biggest difference at a low cost: pregnancy and newborn care; childhood illnesses, such as malaria, pneumonia, and diarrhea; high-risk case referrals; nutrition; family planning; and immunization. Working primarily in sub-Saharan Africa, Living Goods partners with the governments of Kenya and Uganda to bolster each country's CHW programs. Additionally, Living Goods partners with African governments and implementing partners, like PSI in Myanmar, in an advisory capacity to support CHW networks.

Living Goods saves lives at scale. The company began operations in Uganda in 2007, bringing services to Kenya and Myanmar in 2015. We're now aiming to strategically expand across sub-Saharan Africa and beyond. In 2021, Living Goods aims to provide quality primary health care to more than 25 million people by supporting 34,000 digitally empowered community health workers.

Living Goods values: Puts Families First; Makes No Small Plans; Drives Towards Sustainability; is Inventive and Adaptive; and masters the Art of Collaboration.

The Role Purpose

Serve as a strategic thought partner to the CEO on all digital health, data, and technology approaches to enable implementation of the organizational strategy. Lead on working closely with in-country stakeholders to codesign digital health solutions that ensure opportunities to strengthen national community health systems. Design and implement enterprise data architecture to enable optimized flow and use of data in support of organizational strategy and growth and to maximize the use of data analytics and data science for LG and their partners. Provide strategic oversight to the creation of new or improved digital health related products, services and infrastructure to enable cost effective operations internally and to partners.

Key Responsibilities

Strategy

- Create a vision for Digital Health to enable strengthened community health systems and government partnerships.

- Benchmark globally emerging digital, digital health and innovation trends. Be the expert on all things digital, advising the senior teams on digital health strategy on expansion and investment opportunities, contracting models and adjustment to strategic approaches as needed.
- Lead the development of LG's digital health, digital health product, database enhancement strategy. Ensure digital health tools are scalable nationally and can be owned by governments.
- Build cost effectiveness astuteness, deliver more for less.

Partnerships and External Representations

- Oversee Digital Health Partnership engagements with external senior players including the development of roadmaps for technology products and services and building strong partnerships with third-party vendors.
- Represent LG externally, working closely with the BD and Advocacy teams to communicate a compelling technology story in support of fundraising efforts and advocacy efforts.

Implementation Oversight

- Lead implementation of LG's digital health, data, product and technology strategy, working with tech and non-tech teams to design roadmaps and KPIs that ensure delivery of LG's impact goals.
- Ensure data architecture and flows are designed and optimised for quick decision making and enable effective use of data across users internally and by government partners to drive key decisions and improve impact.
- Develop tools, systems, governance processes and metrics to ensure critical technology and data systems are an effective enabler to deliver LG's vision and mission cost effectively.
- Provide strategic thought leadership on end-to-end Product Management of digital tools ensuring problems are clearly understood, human centred design approaches utilised and strong project management oversight.
- Oversee the effective implementation and maintenance of LG's support services IT infrastructure.
- Ensure that LG staff are equipped with the best possible technology tools and platforms to facilitate efficiency and a high level of internal controls and data integrity.

People & Culture

- Provide leadership to all LG organizational digital health, data and technology functions and manage the team as the department evolves. Constantly review on cost effectiveness of the team and ensure that capacity continues to be strengthened. Develop budgets, manage risks and governance by providing on all activities, plans, targets, and organizational drivers.
- Hire, onboard, and retain top talent. Build resources for the future and inspire and motivate others to be the best they can be.
- Be a core member of the global executive leadership team, contributing to the overall strategy, and provide collective leadership.

Candidate Profile

In terms of the performance and personal competencies required for the position, we would highlight the following:

- Strategy development and execution
- Thought leadership
- Strategic change leadership
- People leadership and leading Leaders in particular

- Decision making
- Analytical, data driven
- Political and Government partnerships
- Resourceful and entrepreneurial
- Growth mindset
- Diversity
- Collaborative spirit

Work experience required

- 15+ years' relevant experience with 5+ at executive level in a similar organisation.
- Track record of influencing organization strategic direction, planning and operations.
- In depth experience in building digital health strategies and engaging with government and influencers of government across Africa.
- Strong technical knowledge of data engineering and infrastructure, and systems management and integration.
- Extensive experience running agile teams to get to quick solutions.
- Experience in mobile applications in the African context that are B2C is ideal.
- Experience in digital payments and fintech will be an advantage.
- Relevant experience in delivering multiple systems integration solutions to large commercial and/or government customers (on time and within budget).
- Significant experience in mobile applications and/or delivering system integration projects for large, demanding clients.
- A good understanding of software architecture and having led a team developing commercially successful software.
- Experience managing diverse teams across multiple countries, with a preference for some private sector experience.
- Previous work with leading digital health firms will be an advantage.
- A relevant master's degree is preferred. Project Management, Java Certification & AWS certification are helpful but not necessary.

Contact

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