

Quality Assurance Officer (4)

Team: Program Implementation

Post holder reports to: Program Manager

Location: Rivercess (3) and Grand Bassa (1)

ABOUT LAST MILE HEALTH

Founded by survivors of Liberia's civil war, Last Mile Health (LMH) saves lives in the world's most remote villages by ensuring access to modern primary health care for all. Addressing the needs of remote communities that are cut off from basic life-saving health services, LMH works in partnership with the Government of Liberia to strengthen the country's community health system—bringing health care to the doorsteps of people in the hardest-to-reach communities. As part of its recovery effort after the end of the Ebola outbreak, the Liberia Ministry of Health has prioritized launching a national community health workforce able to prevent, diagnose, and treat the most life-threatening health conditions. Working side-by-side, LMH and the MOH are designing and implementing a national roll-out of a network of community health workers to stretch the country's primary health services to the most rural communities to improve maternal and child health and serve as a front-line response for future outbreaks.

General position summary:

LMH's Quality Assurance Officer will be part of program implementation team composed of a group of individuals who represent the best and brightest of Last Mile Health clinicians. They exhibit the leadership and organizational values and have gone above and beyond in their commitment to serve people living in last mile villages. Quality Assurance Officers will be district based staffs that serve as a focal point person to liaise with the District Health Officers, health facility Officers-in-Charge and the Community Health Services Supervisors and also provide leadership, training coordination and quality assurance support to the MOH's National Community Health Assistant (NCHA) Program and any other program designed by LMH. The Quality assurance officer will also provide direct oversight of Community engagement activities in the district.

Quality Assurance Officers will be accountable for overall success of NCHA Program at the district level through working with the CHSS in the district to complete NCHA training cascades, post training assessments, on the job coaching and mentorship, capacity building, program management and ensure implementation fidelity of the program at district level. They are expected to be experts on the NCHA program policies and procedures, and to ensure that such procedures are executed in the field.

Responsibilities**Training & Innovation Assurance**

- Work with the DHO, OICs and CHSSs to ensure that recruitment, training, supervision, equipping and compensation of CHAs in the district conforms to national standards, policies and procedures. In collaboration with the CHSS, identify poorly performing CHAs and recommend them to the program manager and Community Health Focal point person for remedial trainings
- Implement systems and procedures quality assurance including weekly health facility feedback and planning meetings, assessment of CHA performance and compliance to the fidelity of NCHA program.
- Continue to advocate for NCHA program quality at the district level and develop a competitive culture in achieving highest standard of NCHA program in the district
- Identify gaps and assist in the development of CHSS and CHAs training performance management

Supply Chain and Logistics Support

- Ensure that the CHSS and CHAs have the necessary logistics needed for them to effectively do their jobs by liaising with Program manager and the County managers
- Along with OIC and CHSS, ensure that commodities for NCHA program is properly stored and delivered to the CHAs timely to achieve 0% stock out rates at district level

Patient Care/Technical Support:

- Act as a focal point at district level for support or initiative provided by LMH for improving patient care in the district
- Together with cluster of CHSS in the district, support referral and counter referral efforts initiated by the CHAs at the community level
- Provide technical advisory support to the DHO and the OICs to ensure that the NCHA program is

District Health Management Team (DHMT) Engagement

- Act as a catalyst for change and improvement in performance and quality of NCHA program at district level by continuously engaging with the key District health personnel.
- Organize planning meetings with DHMT members around upcoming training and quality assurance activities and develop strategies to embed DHT team in training and quality assurance project cycle
- Serve as LMH primary focal person with DHMT at district headquarters, ensuring that training and quality assurance plan/objectives have been shared prior to each activities
- Work with the OIC to ensure that the CHSS develop, share and execute monthly activity plans
- Support the OIC to convene weekly hub meetings to discuss progress, document and share minutes of the meeting and liaise with PM for support needed implemented according to design and quality

M&E

- In collaboration with LMH's M&E team, implement effective systems and processes to monitor training, quality assurance activities, and health worker performance in the district
- Work with the OIC to ensure that data is collected by the CHSS and submitted to the OIC for processing and submission to CHT M&E officer
- Monitoring effective utilization of resources provided for improving health care delivery at district level.

Qualifications:

- Clinician (Physician Assistant or Nurse)
- Basic computer literacy skills: must demonstrate competence in the use of MS Office Programs including MS Word, Excel and PowerPoint; Internet literacy is an added advantage
- High degree of English fluency required
- Minimum 2-4 years clinical work experience working in remote communities
- Must have experience in training and workshop facilitation, preferably with low-literacy audiences
- Experience in providing clinical training to service providers and stake holders.
- Experience in working in a dynamic team of the county and district health teams
- Experience in advising, training, and coaching others on program quality
- Demonstrated leadership abilities, and strong communication skills
- Demonstrable ability to think creatively and practically to improve program quality
- Ability to plan workload and demonstrate accountability for outputs with minimal direct supervision
- Ability to work well in a team, and to liaise with a wide and diverse range of people, mainly internally, and at many levels
- Excellent written and verbal communication skills in English required.
- Excellent communication and interpersonal skills is a must.
- Good leadership and team building skills.
- Cross – cultural sensitivity, flexibility and emotional maturity
- High level of initiative to innovate in resource-limited settings

- Generosity of spirit, cultural sensitivity, diplomacy
- Willingness to travel into the field, spend occasional nights in rural communities with few amenities, and travel by motorbike for field work
- Commitment to health and social justice
- Flexibility and ability to handle multiple tasks at one time in time-sensitive manner
- Demonstrated effective leadership and management experience and the ability to motivate and direct a team

Supervision

Post holder supervises Community Engagement Officers

Application Procedure: Please submit a resume, letter of interest, and three Professional references to hrliberia@lastmilehealth.org latest by September 15, 2017. Please indicate the position title in the subject line of the email. Note: Hard copies will not be accepted.