

Quality Assurance Officer Programs

This role was posted on August 27, 2021 and is open until September 10, 2021. Please note that we will review applications on a rolling basis but prioritize those who applied within the deadline.

The Role

LMH's Quality Assurance Officer (QAO) will be part of the Program Quality Management (PQM) team composed of a group of individuals who represent the best and brightest of Last Mile Health clinicians. Quality Assurance Officers (QAO) will be district-based staff that serve as focal points to liaise with the District Health Officers (DHO), Officers-in-Charge (OIC), and the Community Health Services Supervisors (CHSS) in health facilities. They will 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.

This position is only open to Liberian National candidates

Positions: Three (3)

Location: Grand Gedeh County.

What You'll Do

- Work with District Health Officers (DHOs), Officer in Charge and District quality management teams to support ongoing development, completion, and iteration of Facility/District-based QI projects
- Lead the implementation of Quality-of-Care Assessment activities on a regular basis and ensure regular data acquisition, entry, and analysis with the support of the MERL team
- Ensure the holding of monthly health facility feedback and planning meetings, assessment of CHA performance and compliance to the fidelity of NCHA program.
- Identify gaps in infidelity, performance and quality care and work with CHSS and CHA to help generate potential innovative solutions
- Assist in the development of CHSS and CHAs training performance management through targeted coaching and mentorship
- Support the Technical Advisor, Health Service Delivery (TA-HSD) to ensure that the CHSS and CHAs have the necessary logistics (supplies, equipment, and tools) needed for them to effectively carry out their roles and responsibilities. The QAO will liaise with TAHS and the County Operations Managers

- Provide a regular monthly status report on all Quality Improvement (QI) projects being implemented in the district to keep the program team informed.
- Provide technical and leadership support to the DHMT to lead the development of a system of accountability and participatory management in implementing the NCHAP through the conduct of weekly/monthly/quarterly review meetings to review and assess program implementation at the level of the health facility (involving the CHSS).

What You'll Bring

- 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
- Must have experience in training and workshop facilitation, preferably with low-literacy audiences; experience in quality improvement works is also an added advantage.

You'll Impress Us If

- You have a minimum of 2-4 years' clinical work experience working in remote communities.
- Demonstrated leadership abilities, and management experience and the ability to motivate and lead a team.
- Excellent communication and interpersonal skills are required
- Must have experience in training and workshop facilitation, preferably with low-literacy audiences; experience in quality improvement works is also an added advantage.
- Willingness to travel into the field, spend occasional nights in rural communities with few amenities, and travel by motorbike for fieldwork
- Flexibility and ability to handle multiple tasks at one time in a time-sensitive manner

Compensation Information

At Last Mile Health, we strive to reward our employees equitably and transparently. This means that we pay our employees based on a clear and consistent methodology and without regard to identity or personal relationships. We have made this model fully transparent, so that everyone has access to all information related to compensation. We hope this helps you better understand Last Mile Health's values and commitments to our



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employees. We look forward to answering any questions you may have during the hiring process.

Before applying to this role, please take a moment to learn more about our approach to compensation and how compensation works in each of the countries where we operate. Please find the link to our compensation model and benefits overview below:

OVERVIEW OF LAST MILE HEALTH'S COMPENSATION MODEL

Compensation for this position:

The Band for this position: LBR-2

For [Liberia](#), the salary range is: \$12,272 to \$15,000 USD depending upon experience doing an equivalent role.

About Last Mile Health

Last Mile Health partners with governments to design, scale, strengthen, and sustain high-quality community health systems, which empower teams of community and frontline health workers to bring life-saving primary healthcare to the world's most remote communities. LMH is a registered 501(c)3 non-profit organization. For more information, visit www.lastmilehealth.org.

We are an equal opportunity employer and value diversity at LMH. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

To apply please click the link below:

<https://lastmilehealth.applytojob.com/apply/jbhxfxiqaN/Quality-Assurance-Officer-QAO?referrer=20210830112418K2CCA76UTQOINKDW>