

Job Vacancy

Job Title	Director, Technical Services	Probation Period	3 months
Location	Nairobi, with travel to Counties	No. of Direct Reports	5
Reporting to	Country Director	Budget Responsibilities (Y/N)	Y

The Function

Marie Stopes Kenya (MSK) has been operational in Kenya for 35 years. It is the largest provider of family planning services in Kenya and offers life-saving and life-enhancing services to men and women of all ages through a range of sexual and reproductive health service through its own clinic outlets, a network of franchise outlets branded Amua, and the marketing of RH commodities. In addition MSK has an MCH 24 bed nursing home in Nairobi. All these channels of service provision are intended to:

1. Reach high numbers of clients with RH services
2. Generate an income that results in sustainability and profitability of the network
3. Set an example in quality of care to other providers

The Technical Services Directorate ensures core organisational objectives are met through driving high standards of quality assurance across all Marie Stopes service delivery channels

This role is a member of the Country Management Team, which is collectively responsible for driving the organization towards growth, sustainability and high levels of client satisfaction. The senior leadership team works together to achieve the organization's mission and goals.

The Role

To lead the Technical Services Directorate in ensuring that Marie Stopes global standards, including but not limited to clinical quality, data quality and youth are complied with across all channels and relevant directorates.

Key Responsibilities

1. Direct and manage the strategic development and sustainability of quality Family Planning and PAC programmes by ensuring compliance with the clinical and other applicable guidelines, standards and policies through monitoring, evaluation and assessment of service provision.
2. Develop and oversee the implementation of Quality Assurance Systems, policies procedures and activities across all channels and ensure that services are fully compliant with the Marie Stopes global standards and guidelines as well as those of the Government of Kenya
3. Establish, roll out and regularly monitor the systems of internal clinical audit across all service delivery channels with mechanisms to identify and remedy areas of concern and escalation as necessary.

4. Ensure high standards of quality in client service delivery, interaction with clients, infection prevention, counselling and all client care.
5. Take appropriate action to successfully fill gaps in technical quality or performance and lead capacity building programmes for direct service delivery staff across all channels.
6. Investigate and report on all serious incidents and adverse events as per Marie Stopes' policies, and initiate disciplinary action if needed to protect quality
7. Develop strategies for good client data management, ensuring systems and training are put in place to promote this, ensure compliance with Kenyan and Marie Stopes global data protection requirements.
8. Work with all other directors to, ensure that Marie Stopes service data validation standards are fully complied with across all service delivery channels and adherence to them is monitored on at least a quarterly basis.
9. Supervise and direct the implementation of measurement and analytical reporting for service delivery channels and operations.
10. Manage systems for the prevention and detection of fraud and ensure internal controls are strictly adhered to.
11. Ensure all Department staff are trained in Marie Stopes' approach to fraud and bribery as well as all other organisational policies.
12. Work closely with the partners, stakeholders and other agencies to develop strategic Family Planning / Sexual Reproductive Health communication plans and ensure that MSI's activities are in tandem with national laws and policy objectives.
13. Lead all areas of content generation, design and development of IEC materials across all channels and media platforms to ensure quality and consistence.
14. Ensure all activities, messages and promotions are consistent with MSI global brand position and guidelines.
15. Utilize internal and external resource in order to gather client insights to develop and execute new concepts and business models for effective communications.
16. Represent MSK on different forums and technical working groups, strengthen and cultivate mutually beneficial operational relationships with partners through an effective information, education and communication mechanism
17. Manage MSK's public relations and promotion programs, develop and manage strategic external relations promotion programs targeting county leaders, community members , MOH and other national stakeholders
18. Manage MSK 's public relations and promotion programs to ensure high visibility for MSK , strengthen linkages with various development partners including but not limited to Ministry of Health and Members of Parliament and all stakeholders.

Leadership

1. Provide leadership and guidance to the Department in order to achieve the organization's mission and strategic objectives.

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2. Ensure all Department staff are aligned with the organization's and MSI values.
3. Proactively mentor and/or coach direct reports to critically assess opportunities to improve efficiency and maximize impact
4. Ensure that the structure of the Department is fit for purpose and that all roles and responsibilities are relevant to the needs and demands of the organization and that goals and strategies are clearly communicated to all team members.
5. Role model Marie Stopes core values, and demonstrate Marie Stopes behaviors at all times.
6. Represent Marie Stopes externally and internally in accordance with its values and policies and as may be delegated by the Country Director at any time
7. Perform any other duties that are incidental to the achievement of the organization's mission, strategies and objectives that may be assigned by the Country Director

Experience

- A minimum of five (5) years working experience in senior management, delivering FP/SRH programmes
- Proven public health management, leadership and management skills that motivate high performing teams and encourage innovation and creativity
- Senior level leadership with financial management and budget responsibility
- Experience and knowledge of Ugandan health sector and community health service delivery (including mobile services)
- Experience managing donor funded programs is highly desirable
- Demonstrated ability in facilitating staff capacity development at all levels
- Excellent communication and networking skills
- Excellent teambuilding skills
- Proven communication and writing skills to persuade and influence at all levels
- Proven IT skills with the ability to analyse data for strategic purposes and decision making
- Proven organisation skills
- Strong networking skills and advocacy skills required.
- Excellent communication skills, particularly around negotiation, influencing and conflict management.

Qualifications and Training (essential/desirable)

- Master's in Public Health.
- Having any of the following is an added advantage;
 - Degree in Business Administration/Policy development / Communication

- o Medical Doctor

Personal Attributes

- Pro choice
- Approachable with strong interpersonal & listening skills together with the ability to empower their team
- Strategic thinker, excellent analytical skills.
- Results oriented with a record of delivering targets
- Self-motivated and a self-starter
- The highest levels of integrity, strong ethical attitude
- Excellent leadership and management aptitude leading diverse teams at a distance.
- Strong commitment to the goals and vision of the Marie Stopes
- Interest in public health, particularly sexual and reproductive health.
- Flexibility to operate in a changing environment.
- Able to communicate effectively (both written and oral) at all levels.

Behaviours and Values:

Successful performance at MSK is not simply defined in terms of ‘what’ people achieve, but equally is about ‘how’ people go about their jobs and the impact that they have on others.

Work as One MSI	<p>You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.</p> <p>You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.</p> <p>You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.</p>
Show courage, authenticity and integrity	<p>You hold yourself accountable for the decisions you make and the behaviours you demonstrate.</p> <p>You are courageous in challenging others and taking appropriate managed risks.</p>
Develop and grow	<p>You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.</p> <p>You manage your career development including keeping your knowledge and skills up to date.</p>
Deliver excellence, always	<p>You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.</p> <p>You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.</p>
Leadership	<p>You inspire individuals and teams, through situational leadership, providing clear direction.</p> <p>You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.</p> <p>You are aware of emerging developments in our sector, demonstrating strategic insight</p>

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about our clients and business and encourage this in your team.
You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality.
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

How to apply

Suitable and qualified candidates should email one document combining an application letter and CV to pd@mariestopes.or.ke on or before 31st May 2019. The subject of the email should read **Director, Technical Services**. Do not attach certificates and testimonials. Marie Stopes Kenya is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Applications will be reviewed on a rolling basis. Only shortlisted candidates will be contacted.