

Re-advertisement DIRECTOR, TECHNICAL SERVICES



Job Vacancy

Job Title	Director, Technical and Clinical 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 and Clinical Services Directorate ensures core organisational objectives are met through driving high standards of quality assurance across all Marie Stopes service delivery channels and ensuring data driven and evidence based decision making.

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 and Clinical Services Directorate in ensuring that Marie Stopes global standards, including but not limited to clinical quality, data quality, youth strategies are complied with across all channels and relevant directorates. The Technical and Clinical Services Director has a comprehensive portfolio covering critical supporting departments namely: Clinical Quality, Marketing and Communications (including Contact Centre), Evidence to Action (Monitoring & Evaluation), External Relations and ICT.

The role is critical to bring together the core drivers of MSI’s business in Kenya; high quality services, with informed decision-making and strategic communications.

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. Together with the Deputy Director, Clinical Quality; 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

Re-advertisement DIRECTOR, TECHNICAL SERVICES



3. 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.
4. 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.
5. 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.
6. Together with the External relations advisor; Ensure MSK is represented in relevant forums and technical working groups, strengthen and cultivate mutually beneficial operational relationships with partners through an effective information, education and communication mechanism
7. 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.
8. Plan, organize and coordinate pharmaceutical services and operations for the organization, ensuring that MSK is compliant to prevailing legislation.

Leadership

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

- 10+ years working experience in senior management, delivering FP/SRH programmes or similar
- Minimum 3 years Strategic leadership experience
- 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 Kenyan health sector and community health service delivery (including mobile services)

Re-advertisement DIRECTOR, TECHNICAL 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)

- Preferred a Medical Doctor with clinical experience, preferably in women’s health or SRH
- Master’s in Public Health preferred – experience will be taken in lieu of this

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	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. You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
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	You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.
Show courage, authenticity and integrity	You hold yourself accountable for the decisions you make and the behaviours you demonstrate. You are courageous in challenging others and taking appropriate managed risks.
Develop and grow	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. You manage your career development including keeping your knowledge and skills up to date.
Deliver excellence, always	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. You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.
Leadership	You inspire individuals and teams, through situational leadership, providing clear direction. You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline. You are aware of emerging developments in our sector, demonstrating strategic insight 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 **27th September 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.