

JOB VACANCY:- DIRECTOR, TECHNICAL SERVICES

JOB FRAMEWORK

Job Title	Director, Technical Services	Probational Period	3 Months
Location	Nairobi, with travel to Counties	No. of Direct Reports	Up to 4
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

For sustainability, much of MSK's work runs on a commercial basis. The Director, Technical Services will play a crucial role in overseeing and managing all technical aspects of reproductive health services provided by Marie Stopes Kenya. This includes strategic planning, program development, technical supervision, and quality assurance to ensure the delivery of high-quality and client-centered services. The role requires strong leadership, technical expertise, and the ability to collaborate effectively with various stakeholders.

This role is a member of the Country Management team, which is collectively responsible for strategy development and driving the organization towards growth, sustainability and high levels of client satisfaction. The Country Management 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, product quality, youth strategies are complied with across all channels, managing critical partnerships like KMPDA, MoH, PPB when needed and relevant directorates.

The role is critical to bring together the core drivers of MSI's business in Kenya, high quality services, with informed decision-making. Ensure compliance with Marie Stopes global standards, including but not limited to Technical and data quality guidelines and bring together the core drivers of MSI's business in Kenya, high quality services, with informed decision-making.

Key Responsibilities

Strategic Leadership:

- Collaborate with the Country Director to develop and implement the technical services strategy aligned with the organization's overall goals.
- Develop strategies for good client management, ensuring systems and training are put in place to promote this, ensure compliance with Kenyan and Marie Stopes global client protection requirements.

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- Work with all other directors to, ensure that Marie Stopes service standards are fully complied with across all service delivery channels and adherence to them is monitored on at least a quarterly basis
- Provide leadership in the design and execution of innovative and effective reproductive health programs.
- Program Development and Management:
- Lead the development, implementation, and evaluation of reproductive health programs, ensuring alignment with national and international standards.
- Oversee the monitoring and evaluation of program outcomes, making data-driven recommendations for continuous improvement.
- Develop and implement technical services strategies according to MSK's goals and objectives leading to sustained growth.
- 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.

Quality Assurance:

- 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.
- Together with the Manager Clinical Care and 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
- Establish and maintain a robust quality assurance system for all reproductive health services.
- Ensure compliance with medical and ethical standards and conduct regular audits to monitor service quality.

Capacity Building:

- Develop and implement training programs for healthcare professionals to enhance technical skills and ensure adherence to best practices.
- Foster a culture of continuous learning and development within the technical services team.
- Ensure all Department staff are trained in Marie Stopes' approach to fraud and bribery and safeguarding as well as other organisational policies.
- Proactively mentor and/or coach direct reports to critically assess opportunities to improve efficiency and maximize impact.

Partnership and Stakeholder Engagement:

- Build and maintain strong relationships with government health agencies, NGOs, and other key stakeholders.
- 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.
- Collaborate with external partners to leverage resources and expertise for the benefit of reproductive health programs.
- Work closely with the partners, stakeholders, and other agencies to ensure that MSI's activities are in tandem with national laws and policy objectives.
- Strengthen and cultivate mutually beneficial operational relationships with partners through an effective information and education mechanism.
- Strengthen linkages with various development partners including but not limited to Ministry of Health and Members of Parliament and all stakeholders.

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- Plan, organize and coordinate pharmaceutical services and operations for the organization, ensuring that MSK is compliant to prevailing legislation.

Budget Management:

- Work closely with the Country Director and Finance Department to develop and manage the technical services budget.
- Monitor expenditures and ensure cost-effectiveness in program implementation.

Reporting and Documentation:

- Prepare and submit regular reports on technical services activities, achievements, and challenges.
- Ensure accurate and timely documentation of program data for reporting purposes.
- Monitor performance of technical services activities using key metrics and prepare reports for senior management.
- ❖ 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

- Minimum of 8 years in working experience in senior management, delivering FP/SRH programmes or similar.
- Minimum 3 years Strategic leadership experience
- Proven leadership experience, with a focus on technical services and program development.
- 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)
- 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
- Strong knowledge of reproductive health issues, family planning, and maternal health.
- Demonstrated ability to build and manage partnerships with government agencies and NGOs.
- Experience in budget management and financial oversight.
- Proficient in data analysis and program evaluation.

Qualifications and Training (essential/desirable)

- Master's degree in Public Health, Medicine, or a related field.

Personal Attributes

- Pro choice

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- Approachable with strong interpersonal & listening skills together with the ability to empower their team
- Strategic thinker, excellent analytical skills.
- Strong results orientation with a proven 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 about our clients and business and encourage this in your team.</p> <p>You articulate a vision of the future which inspires and excites others.</p>

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How To Apply:

Suitable and qualified Internal & External candidates should email one document combining a Cover letter and CV to pd@mariestopes.or.ke on or before **1st January 2024**. **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. Successful candidates must abide by MSI’s Antifraud & Bribery Policy and Safeguarding Policy, including protection of children and vulnerable adults. **Only shortlisted candidates will be contacted.**

Marie Stopes International (Kenya) is an Equal Employer.