

# Vacancy Advert – Centre Manager



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| Job Title    | Centre Manager     | Probation Period              | 3 Months  |
| Location     | Kilimani           | No. of Direct Reports         | 5 or more |
| Reporting to | Head of Operations | Budget Responsibilities (Y/N) | Yes       |

Marie Stopes Kenya is an NGO registered in Kenya as a local implementing partner of MSI Reproductive Choices, a UK charity. We deliver quality sexual and reproductive healthcare, family planning and other women’s health services to millions of the world’s poorest and most vulnerable women. We want to make sure that women have a choice when it comes to having children and that death by unsafe abortion is reduced.

We seek to recruit a **Centre Manager** who will be responsible for the smooth running of Kilimani Centre including fostering effective clinical teamwork and improving the centres performance to a stable financial position. Additionally, s/he should ensure high client satisfaction and retention through treating clients with compassion, dignity, and respect. Placing value on the diversity of the local community and beyond, S/he will promote best practice in the prevention of infection through ensuring a clean and safe environment.

It is the responsibility of this role is to further our goal of **MAKING CHOICE POSSIBLE for every Kenyan.**

The post holder commits to and is held accountable to Marie Stopes International global core values:

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| Mission Driven | Customer Focused | Results Orientated | Pioneering | Sustainable | People Centered |
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## Key Responsibilities

### 1. Technical and clinical service provision activities including:

- To provide all clinical services to a consistently high standard and in accordance with clinical guidelines and protocols: All short and long-term contraceptive methods including permanent methods like tubal ligation and vasectomy where applicable, post abortion care (PAC), other non-core services including cervical cancer screening and treatment, HIV/STI screening and treatment and specified primary health care services as per client requirements and MSK diversified services framework. Adapt and provide any new services recommended by MSK as part of business expansion and diversification of services strategy.
- To conduct weekly checking of essential equipment, promptly inform the Channel Lead of their status, and following up repairs or maintenance as required.
- To maintain high standards of cleanliness and infection control measures.
- To ensure instruments are appropriately sterilised and stored in compliance with infection control protocols.
- To order medical supplies and consumables in good time to avoid shortage.
- To ensure proper storage of medical supplies.
- To support clients through the provision of vocal local techniques during procedures.
- To attend clinical training and supervision as required.
- To induct new team members and ensure proper use of the E-HR system in the centre by all providers.

### 2. Business Management- Commercial and Financials

- Business planning and development: Prepare annual business plans with SMART objectives and strategic plans of how to achieve them. Continually assess all areas of the service provided to clients to ensure continued financial viability and take tough decisions where services are deemed non-viable.
- Increasing productivity and product margin: Continually review the efficiency of the centre, especially with regards to the core services in MSK.
- Financial Management: Deliver the Centres Key Performance Indicators (KPIs) through monitoring income and expenditure, seeking support from Channel lead as required, and take appropriate action to ensure financial KPIs are met.
- Run monthly performance management meetings (as guided) with the team ensuring the team is regularly engaged and communicated on the performance of the centre and participate in developing actions to improve performance.
- Marketing: Instil a marketing culture with teams so that everyone is aware of their individual responsibility for the success of their centre. Agree marketing activities with the centre marketing champion and the MSK Marketing team.
- Strengthening appropriate referrals with other RHN providers, CHWs and pharmacies within the region.
- Ensure prudent financial management of Centres finances with no leakage, siphoning of clients and fraudulent activities in the Centres.

### 3. Operational Management

- **Optimize client numbers:** Optimize capacity within the centre by efficiently managing human resources; continually reviewing the effectiveness of systems and working practices; and maintaining an effective client flow to minimize client wait times.
- **Compliance to the national healthcare guidelines and MSI protocols:** Ensure compliance with national minimum healthcare standards taking immediate action where appropriate on any areas identified for improvements as a result of internal or external audits or inspections.
- **Contingency planning:** Ensure there is an appropriate plan in place which anticipates any risks to your centre and MSK and outlines appropriate action to be taken to minimize impact.
- **Stock management:** Ensure adequate stock levels of required supplies and commodities with no over/under- stocking and no expiries.
- **Health and Safety:** Take overall responsibility for team, client and general safety in the Centre and as a consequence of its activities.
- **IT management:** Utilization and close supervision of the EHR resources, biometrics, dispensing scanners and CCTVs at the centres.

### 4. Client Centred Care

- Manage the centre teams to ensure the delivery of excellent client centred care- e.g, through observation of client interactions and providing feedback to the team member to improve their skills
- Ensure all team members treats clients with dignity, respect, and non-judgment, and adhere to MSI/MSK's safeguarding policies.
- Ensure team members maintain audio, visual and data privacy of our clients during and after service delivery and ensure they have client consent prior to contacting them.
- Support the team to collect and action client feedback and how to handle clients complaints respectfully.

### 5. Quality Management

- Promote and maintain the quality management systems as laid out by MSK and MSI.
- **Client feedback:** Ensure client feedback and prompt conclusion to potential clients complaints
- Ensure all team members have been competency assessed before delivering services and have the appropriate level of competency to deliver services independently.
- Ensure all team members understand the principles of duty of care and code of conduct and follow these principles.

### 6. People Management

- **Adherence to policy:** Monitor all team members adherence to MSK/MSI policies including AFB, Safeguarding, Duty of Care and Code of conduct. Take corrective action whenever there is breach of policies.
- **Motivation of team:** Engage and motivate all team members within the centre so that they understand and work to achieve centre objectives and KPIs and so that their role has a positive impact on the Centre's success.
- **Induction:** Clearly define structured local induction plans to ensure new team members understand the requirements of their role and have appropriate training to do the job. Ensure that all new team members and locums are competency assessed before providing services to clients and that they attend corporate induction within the first 1month of starting for FTEs and 1 week for Locums.
- **Discipline of team:** Take immediate and appropriate action in the event of misconduct or serious underperformance of team members, seeking support from People & Development Department as required and ensuring action is in line with MSK's HR policies.
- **Communication:** Put in place mechanisms for effectively communicating with team members ensuring that the approaches used provide opportunities for two-way discussion. Promote a feedback culture within the team.
- **Learning and development:** Create a learning environment to ensure your team members have the appropriate skills to deliver service excellence; assess and forward plan for training needs, getting appropriate support from the MSK Learning & Development function and ensure attendance on mandatory/planned courses.
- **Personal development:** Actively take responsibility for own development including ownership of own training and keeping skills and knowledge up to date, seeking support as required.

### 7. Management and accurate documentation of all services rendered

- Maintain accurate, complete client records on the Electronic Health Record (EHR)
  - Ensure all client information is always kept confidential and stored appropriately
  - Collate all activity data in an accurate and timely manner for internal and external reporting purposes
  - Analyse activity trends and ensure performance targets are achieved, pro-actively identifying and implementing opportunities for improvements
  - Assist in the collection of client feedback data
  - Refer clients promptly when needed
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## 8. Effective participation and support of the centre team both in quality assurance and promotional activities

- Offer quality services including the full spectrum of Marie Stopes services
- Ensure proper use of medical equipment and supplies and notifies Hospital Manager of repairs, maintenance or replacements of equipment and instruments
- Report all major and minor incidents within 24 hours
- Actively promote the work of the centre in order to generate demand for the services, e.g. educational and awareness-raising events.
- Positively promote Marie Stopes Kenya as a leading, quality provider of reproductive & sexual health services.
- Undertaking other professional responsibilities assigned or delegated by the supervisor.

### Knowledge, skills and attitudes

#### Qualifications:

- Bachelor’s Degree/Diploma in health related (nursing/clinical medicine)
- Must be registered with the registering Council of the profession and possess a valid Practice License.
- At least 4 years working experience as a service provider in a reputable hospital/medical facility.
- Business and management training will be an added advantage
- Training and practising knowledge of Sexual Reproductive Health (FP-LARC and PAC) will be an advantage

#### Skills:

- Proven clinical experience and demonstrable commitment to learn and develop skills
- High regard for confidentiality and demonstrable integrity
- Commitment to excellent client care and the delivery of client-focused services.
- High level of attention to detail
- Team leadership skills: effective delegation, supervision, coaching and motivation.
- Communication skills: to convey message clearly and concisely, in a manner appropriate to the target audience both in writing and verbally
- Financial skills: understand and use financial information such as balance sheets and profit and loss accounts to inform business decision making
- High level of professionalism and management of clients
- Team player who accepts constructive criticism and is comfortable with giving constructive criticism.
- Ability to remain calm under pressure
- Ability to work flexibly to meet service needs

#### 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.

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| <b>Work as One MSI</b>                          | <p>You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximize 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> |
| <b>Show courage, authenticity and integrity</b> | <p>You hold yourself accountable for the decisions you make and the behaviors you demonstrate.</p> <p>You are courageous in challenging others and taking appropriate managed risks.</p>   |
| <b>Develop and grow</b>                         | <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>   |

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| <b>Deliver excellence, always</b> | <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>   |
| <b>Leadership</b>                 | <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> |

## How To Apply

**Suitable and qualified internal and external candidates** should email one document combining an application letter and CV to [pd@mariestopes.or.ke](mailto:pd@mariestopes.or.ke) on or before **19<sup>th</sup> April 2024**. The subject of the email should read **Center Manager-Kilimani**. The applications shall be reviewed on a rolling basis. **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.