

JOB ADVERT– NURSE SERVICE PROVIDER

Job Title	Nurse – Service Provider	Probation Period	3 Months
Location	Marie Stopes Kiambu Road Premier	No. of Direct Reports	
Reporting to	Centre Manager – Kiambu Road Premier Clinic	Budget Responsibilities (Y/N)	

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 are seeking to recruit a service provider nurse who will be reporting to and working with the Centre Manager, the Service Provider/Nurse’s main role is to maintain the high clinical standards expected by MSK and actively work to promote the clinic and contribute to improved financial performance. The nurse promotes and restores patients’ health through collaboration with all team members; providing physical and psychological support to patients, he/she also supervises other team members.

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:

mission driven	customer focused	results orientated	pioneering	sustainable	people centered
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Provision of quality client care – Responsibilities

- Provide comprehensive client counselling on reproductive health, contraceptive options and other services.
 - Ensure that all clients are treated with sensitivity, respect, and consideration. If complaints are raised, to be able to effectively manage and resolve them and to promptly refer to the Centre Manager if the client complaint continues or is of a serious magnitude.
 - Maintain the highest possible standard of client care by providing quality care to all clients.
 - Implement a smooth, efficient client flow to minimise client waiting times.
 - Monitor and evaluate client care continuously and recommend improvements as necessary.
 - Provide accurate information to clients, and their families where required, to enable clients to make informed decision about their reproductive & sexual health.

Budgetary control, maintain record keeping, reporting and performance management – Roles and Responsibilities

- Ensure sufficient supplies are available to provide services without disruption and that stock is dispensed and counted accurately; stock cards are updated continuously and waste and spoilage of stock (i.e. expired stock) and stock outs are minimised
- Ensure accurate client records are maintained in EHR
- Ensure all client information is kept confidential at all times and stored appropriately
- 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.

Technical and clinical service provision – Roles and Responsibilities

To provide all of the following clinical services to a consistently high standard and in accordance with clinical guidelines and protocols: -

- All methods of short and long-term contraceptive methods, including injections, implants and IUDs
- Removal of implants and IUDs where required
- Assistance with tubal ligation and vasectomy procedures.
- Cervical screening, STI screening and treatment and PITC.

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- Conduct weekly checking of essential equipment, promptly inform the Centre Manager of their current status, and following up repairs or maintenance as required.
- Follow the Kenyan Clinical Guidelines for appropriate management of most conditions and illnesses.
- Avoid polypharmacy or any practice that may bring MSK into disrepute.
- Refer complex clients to the clinical officer, medical officer or specialist for further management.
- Carry out all nursing procedures (as laid down in the procedure manual).
- Maintain high standards of cleanliness and infection control measures.
- Ensure instruments are appropriately sterilised and stored in compliance with infection control protocols.
- Order medical supplies and consumables in good time to avoid shortage.
- Ensure proper storage of medical supplies.
- Support clients through the provision of vocal local techniques during procedures.
- Attend clinical training and supervision as required.
- Promote and ensure proper use of the Electronic Health Records (EHR).
- Support new team members in their induction & orientation and assist with training as required.

Effective participation and support of the centre team both in quality assurance and promotional activities

- Comply with overall quality inputs into service delivery points. Includes running full out-patient clinic and provision of surgical procedures as needed.
- Proper use of medical equipment and supplies and for notifying the Centre Manager of repairs, maintenance or replacements of equipment and instruments.
- Ensure that the highest standards of reproductive health and general clinical services (including HIV/AIDS services) are achieved, as laid down in the Marie Stopes Partnership Manual.
- In collaboration with the Centre Manager and Medical Officer, ensure that the centre complies with MSK policies and protocols for vocal local, infection prevention and emergency preparedness (including resuscitation).
- Report all major and minor incidents within 24 hours.
- Maintain confidentiality at all levels.
- When workload allows actively promote the work of the centre in order to generate demand for the services, eg educational and awareness-raising events.
- Positively promote Marie Stopes Kenya as a leading, quality provider of reproductive & sexual health services

Professional & Ethical Conduct

- Marie Stopes Kenya nursing and midwife staff are expected to observe the relevant code of conduct for nurses and midwives in Kenya in regard to professional and ethical conduct.
- All clinical care must be provided in accordance with the highest standards of clinical care and safety
- You are expected to act professionally at all times, maintaining excellent client-focussed care especially when circumstances are challenging.
- You are expected to act with financial integrity at all time. Marie Stopes Kenya has a zero-tolerance approach to fraudulent activities, including siphoning of clients for personal financial gain.

Qualifications

- Diploma in Nursing from a recognised medical training college
- Bachelor in Nursing will be an added advantage
- Registered by the Nursing Council of Kenya
- Minimum 2 years post training working experience

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Skills

- High regard for confidentiality
- Excellent communicator – both written and spoken.
- Commitment to excellent client care and the delivery of client-focused services.
- High level of attention to detail.
- Knowledge of professional nursing theory and practice to give and evaluate patient care.
- Knowledge of organizational policies, regulations and procedures to administer patient care.
- Knowledge of medical equipment and instruments to administer patient care.
- Skills in preparing and maintaining records, writing reports and responding to both oral and written enquiries.
- Skill in establishing and maintaining effective working relationships with patients, medical and clinic staff and the public.
- The ability to react calmly and effectively in emergency situations.
- The ability to interpret, adapt and apply guidelines and procedures.
- Excellent computer use skills.
- 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.

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 maximize our ability to influence others. You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort. 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 behavior 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.

How To Apply

Suitable and qualified internal and external candidates should fill in his/her details via <https://hcm.mariestopes.or.ke/index.jsp?view=30:0:0&data=16> and email one document combining an application letter and CV to pd@mariestopes.or.ke on or before **8th November 2024**. The subject of the email should read **Nurse Service Provider-Kiambu Road Premier Clinic**. 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.

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