

# JOB ADVERT

## OUTREACH TEAM LEADER



Job Title	Outreach Team Leader (2 Positions)	Probation Period	3 Months
Location	Nairobi & Meru	No. of Direct Reports	
Reporting to	Channel Lead Outreach	Budget (Y/N)	Responsibilities

Marie Stopes Kenya is an NGO registered in Kenya. We are affiliated to Marie Stopes International. Together we deliver PAC services, quality sexual and reproductive health care, and family planning 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 looking forward to recruit Outreach Team Leader who will be reporting to channel lead Outreach within the Programmes Operations Department. S/he will be held accountable to a clear set of KPIs on which s/he reports to Cluster leads regularly.

Marie Stopes Outreach teams are a vital part of MSK's work in Kenya. They enable us to reach communities that would otherwise be unserved by our services. These professionally competent and committed teams offer free, efficient and high quality sexual reproductive health counselling and related services that are inclusive of all needs. As required, they provide referral & linkage to other MSK services. Liaising closely with local stakeholder partners (governmental and non-governmental) the teams build capacity of MoH personnel and work to ensure sustainability beyond the period of their project funding.

The strategic purpose of the Programme Operations Department is to ensure excellent delivery of all MSKs programme activities and the development and funding of new work.

The primary responsibility of this role is to further our Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individual's right to: **CHILDREN BY CHOICE NOT CHANCE**

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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Key Responsibilities	KPIs
<p><b>The position has the following key responsibilities.</b></p> <ol style="list-style-type: none"> <li>The excellent planning and running of the Outreach Team service to agreed clinical quality standards, inclusive and responsive to difference based on gender, Equity, age and people with disabilities.</li> <li>The efficient delivery of services reaching underserved communities for high impact CYPs</li> <li>A continuous and well-planned service where resources are managed prudently, stocks are maintained at efficient levels and onward growth is enabled.</li> <li>Data collection that enables contract obligations to be met, improvements to be made and successes to be shared</li> <li>Defining and realizing opportunities for sustainability (services and skills) beyond the period of funded work</li> <li>The excellent management of the Outreach team to ensure that they perform at the top of their ability and are fully skilled for their tasks (whatever their role)</li> </ol>	<p>QTAs 90%+Model area Attaining project specified Service numbers and CYPs Cost per CYP/target. Expenditure/budget accuracy. Progress reports and success stories documented &amp; shared Performance plus- for team members</p>
<p><b>The excellent planning and running of the Outreach Team service to agreed clinical quality standards, inclusive and responsive to difference based on gender, Equity, age and people with disabilities.</b> <b>Activities include:</b></p>	<p>Monthly activity plans reviewed.</p>

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<ul style="list-style-type: none"> <li>• Clear team movement plans shared against contract requirements, projecting expenditure needs, team and assets needs.</li> <li>• Stock management at store and site with daily vehicle stock control measures.</li> <li>• Monthly team meetings including self-assessments and updates sharing.</li> <li>• Training needs analysis for teams and planning with QAM department for fulfilment.</li> <li>• Close analysis of client users and actions taken to extend reach to under-served.</li> <li>• Accurate and proper information (Counselling) is passed to clients.</li> <li>• Participate in planned promotional activities including educational and awareness-raising events with clients, community members and other stakeholders.</li> <li>• Assist in collecting and submission of client feedback.</li> <li>• Directs, administers, and controls the day-to-day operations and activities of facilities and programs in an assigned area.</li> </ul>	<p>Monthly team minutes</p> <p>Timely submission of stock reports, Stock Control Cards,</p> <p>TNA against self-assessment</p> <p>Service users' analysis.</p> <p>IAC/QTA reports</p>
<p><b>The efficient delivery of services reaching under-served communities for high impact.</b></p> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Work on innovative approaches towards Outreach to PSS transitioning ensuring FP choice is observed with selection of 25 sites to becoming PSS Sites.</li> <li>• Regular efficient and well received services to the target group</li> <li>• Effective use of the services of permanent method providers for efficiency</li> <li>• Integration and interface with other MSK channels for complementary delivery</li> <li>• Clear engagement of community leaders and marketing team</li> <li>• Provides leadership, support, and guidance to facility management.</li> </ul>	<p>Permanent Methods Conducted</p> <p>CYPs/target delivered.</p> <p>Referrals and Synergy CHVs Impacts/activities</p> <p>Adolescents and Adopter #</p>
<p><b>A continuous and well-planned service where resources are managed prudently, stocks are maintained at efficient levels and onward growth is enabled.</b></p> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Team financial management effectively enables continuous delivery of agreed plans on budget</li> <li>• Quarterly procurement plans guided by usage and quality requirements.</li> <li>• Stock management with 2-month buffer.</li> <li>• Vehicle management shows value for money</li> </ul>	<p>Cost per team/CYP/Target</p> <p>Volume of advances uncleared by 45 days.</p> <p>Stock take.</p> <p>Vehicle records</p>
<p><b>Data collection that enables contract obligations to be met, improvements to be made and successes to be shared</b></p> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Monthly dashboard report tracks performance each month and cumulatively</li> <li>• Data entered on time into CLIC, and extracts shared/uploaded on weekly basis</li> <li>• Data for donor reports supported routinely.</li> <li>• Special stories prepared and shared for learning and publicity.</li> <li>• Time taken to review and learn</li> <li>• Proper record keeping of clients' data and consent forms</li> </ul>	<p>Expenditure/budget accuracy</p> <p>Progress reports, commodity management report and success stories documented and shared.</p>
<p><b>Defining and realizing opportunities for sustainability beyond the period of funded work</b></p> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Developmental sustainability path on Skills and budgets.</li> <li>• Close networking with a range of local stakeholders to embed good practice</li> <li>• Promotion of MSK centers, Commercial Sales, and Private Sector Network outlets for long term sustainability</li> <li>• Mentoring of MOH providers on: - Consenting, LARCS and LAPMs provision</li> </ul>	<p>MOH Offering services on own, and Competency assessed</p> <p>Agreed exit plan with targets (sustainability plan)</p>

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<p><b>The excellent management of the Outreach team to ensure that they perform at the top of their ability and are fully skilled for their tasks (whatever their role)</b></p> <p><b>Activities include; -</b></p> <ul style="list-style-type: none"> <li>• Using the team plans and team skills agree individual objectives and follow performance.</li> <li>• Regular one-to-one and group meetings</li> <li>• Conduct monthly CME's as per schedule.</li> <li>• Ensure good time keeping is maintained by the team members.</li> <li>• Ensures compliance with established company and regulatory guidelines and procedures to provide high quality service and outstanding customer care</li> </ul>	<p>Staff performance plus Team meeting reports Good positive Client feedback</p>
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### Knowledge, Skills and Attitudes

#### Qualifications:

- Diploma/degree in Clinical medicine or Nursing
- Kenya Registered Community Health Nurse (KRCHN) or Kenya Registered Clinical Officer
- Postgraduate training will be an added advantage.

#### Skills/Experience:

- At least 3 years' experience in offering FP services with proven supervisory skills
- Proven experience in healthcare field with line management authority
- Demonstrated numeracy and basic accounting skills
- Customer focussed service delivery skills
- Family Planning counselling skills
- IT literacy confident using MS Office
- Excellent people skills and driven to succeed

#### Attitude / Motivation:

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. There are 13 key behaviours that MSI encourages in all employees and they are defined below:

- **Initiative**  
Thinking and taking action to make the most of opportunities by finding the optimum solution
- **Innovative**  
Thinking creatively and outside of the box so that ideas generated create a positive outcome
- **Effective Communication**  
Communicating through active listening and good questioning techniques, using appropriate body language, ensuring information is clear and concise. Demonstrating diplomacy and maintaining confidentiality.
- **Responsive**  
Being responsive to changing priorities and demands
- **Working Efficiently**  
Planning, prioritising and organising work to ensure work is accurate and deadlines are met
- **Sharing Information**  
Sharing information and knowledge whilst maintaining confidentiality
- **Focus on Learning**  
Taking responsibility for keeping knowledge and skills updated and for seeking opportunities to develop further

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- **Commitment**  
Awareness and understanding of MSK's goals, vision and values and how your role impacts on this and going the extra mile to meet role requirements
- **Driven**  
Drive and determination to deliver results
- **Accountable**  
Taking responsibility for appropriate decisions that you make, and the actions and behaviour you demonstrate. Demonstrating integrity in all aspects of your work including financial integrity.
- **Embracing Change**  
Openness to embracing change within the organisation and being able to adjust plans/activities accordingly
- **Motivated**  
Motivation towards achieving quality results to maximise potential
- **Team Player**  
Working as part of a team by being supportive, flexible and showing respect for each other

## How To Apply

**Suitable and qualified internal and external candidates** should fill in his/her details via <https://hcm.mariestopes.or.ke/recruitment.jsp?view=1:0> and email one document combining an application letter and CV to [pd@mariestopes.or.ke](mailto:pd@mariestopes.or.ke) on or before **17<sup>th</sup> January 2025**. The subject of the email should read **Outreach Team Leader- Indicate location; Nairobi or Meru**. 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.