

JOB ADVERT

Quality Assurance Advisor



Job Title	Quality Assurance Advisor (1 Position)	Probation	3 months
Location	Nairobi	Reports to	Clinical Quality Manager

MSI Reproductive Choices 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 deaths by unsafe abortion are reduced.

We are looking forward to recruiting a Quality Assurance Advisor who will be reporting to the Director Technical Services and will be conducting duties as outlined below.

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

The post holder commits to and is held accountable to MSI reproductive choices core values:

Mission-driven	Client-centred	Accountable	Courageous	Resilient	Inclusive
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Key Responsibilities Measure

Summary of Key responsibilities

1. Delivering clinical quality excellence across channels
2. Carrying out Clinical and medical audits across channel and teams and as a peer assessor Obstetrics.
3. Strengthening system for complication referral, management including incident reporting and investigation.
4. Support and undertake Clinical training of service providers.

Ensure standards and guidelines for clinical quality across channels

Activities include:

- Tracking of clinical standards maintained across channels through adherence to protocols.
- Work with other team members to identify gaps to be addressed within the clinical standards.
- Participate and contribute in technical teams and training committee meetings when required.
- Recommendations for Quality enforcement policy across channels.

Carrying out Support clinical/medical audits and teams capacity

Activities Include:

- Undertake internal clinical audits through a process of continual monitoring across all service channels.
- Liaising with MSK teams and support the process of external audits are undertaken.

Standards & protocols
Enforcement policy reports
Committee minutes
Clinical training reports

- Reports on adherence
- Action plans on gaps
- standardisation

- Audit reports
- Lessons
- Feedback minutes
- TNA reports

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- Support peer to peer assessment to respective CPs as advised.
- Ensures that audits results are produced and shared back with service providers on a quarterly basis.
- Support hands on identification of training needs for teams by applying TNA tool across channels.
- Follow up action points after the audits and trainings needs assessment.
- Participate/Attend TWG meetings.
- Ensure facility monthly staff meeting is held as per TOR.

Support Complication referral, management, reporting and investigation across channels.

Activities Include:

- Written referral protocol exist and well understood across all channels
- Reporting process and system well understood and practiced across channels.
- Analysis of incident reports and timely feedback with teams across channels while creating a no blame culture
- Ensure proper communication and explanation to client, family and referral hospital and support of the client and teams when serious incidents occur (one-to-one client and team counselling support)

Support and undertake Clinical Trainings of team members across the channels and make reports of the same.

Activities Include:

- Able to undertake training needs analysis of various teams.
- Designing and delivery of clinical training of team members based on the training needs.
- Ability to evaluate and report the impact of training and report as relevant.
- Planning and making follow-up of trainees with ability to supervise/provide on-job support based on the training.
- Support in interview process and clinical induction

- Reporting process protocol
- Incident reports
- Feedback on lessons
- CME/counselling report

- TNA reports
- Training reports
- Evaluation reports
- Follow-up/mentorship reports

Qualifications

- Bachelor's degree/Diploma in Nursing, clinical medicine or any other related field
- Must be registered with the relevant professional body and possess up-to date practising license.

Skills

- Experience in management of clinics and medical facilities
- Experience in reproductive health programming
- 5 years NGO experience
- Experience in improving clinical quality through supportive supervision.
- Experience in dynamic, fast paced problem solving and turning around struggling facilities.
- Experience in financial forecasting and management
- Proficiency in Microsoft Office
- Proactive and ability to work with minimal level of supervision.

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- Forceful and resilient personality
- Ability to drive and in possession of a valid driving license.
- Strong analytical skills and creative thinker
- Fluency in both written and spoken English with good writing and presentation skills.
- Ability to work well with others in a team environment.
- Ability to manage heavy and fluctuating workload.

Personal Attributes

- Pro choice
- Demonstrate MSI Kenya team member behaviour.
- Pro MSI philosophy of social enterprise and cost recovery

Behaviours and Values:

Successful performance at MSI Kenya 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.

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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 on or before **April 11th 2025**. The subject of the email should read **Quality Assurance Advisor**. The applications shall be reviewed on a rolling basis. **Do not attach** certificates and testimonials. MSI reproductive Choices 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.