

Vacancy

Health Quality Lead Asia

Full time, based in Amsterdam, the Netherlands- with frequent international traveling

The PharmAccess Group

Are you interested in working at the forefront of **health and development**, in a **dynamic, innovative, international, expert environment**? PharmAccess may be the place for you!

PharmAccess believes in doing healthcare better, especially for those who find themselves excluded. We aim to be an innovator and catalyst for practical changes that can be scaled up and improve how healthcare markets function. This is key to advancing the achievement of the Sustainable Development Goals, in particular the targets relating to the realization of Universal Health Coverage. We do this by mobilizing public and private resources for the benefit of doctors and patients through health insurance, mHealth innovations, loans to doctors (Medical Credit Fund), clinical standards and quality improvement (SafeCare), and impact research. Working in public-private partnerships, we leverage donor contributions to increase trust in the health system, reduce risks and transaction costs, paving the way for private investments.

At the heart of PharmAccess are the activities branded under SafeCare. SafeCare is an ISQUA accredited standards-based approach for measuring, improving, and recognizing the quality of healthcare services in resource restricted settings. From primary healthcare facilities in Kenya to the district hospital in Nigeria, with SafeCare it is now possible to measure healthcare services against a set of internationally recognized standards. Based on these standards, SafeCare also provides the tools, instruments, and methodology that can be used by partners, governments, and healthcare providers to improve the services they provide for people. Since its successful launch in 2010 and having reached over 8 African countries and 3000 healthcare facilities, we are now ready to bring our standards-based approach to Asia. We have recently been awarded a 3 and a 5-year project to implement SafeCare and SafeCare principles in Afghanistan and India as a member of multiple partner consortia. These consortia consist of national and international partners with a health systems approach to sustainable, quality care for all. PharmAccess/SafeCare is a subcontractor to these two consortia. To lead and implement the activities under PharmAccess' responsibility, we are looking for a Health Quality Lead Asia. What we offer is an exciting international opportunity to bring quality healthcare to vulnerable populations in Asia, and the opportunity to work with international and local public and private sector partners to ensure long term sustainability and ownership of our work.

The Health Quality Lead Asia will report directly to the Director Quality, who is part of the Management Team of PharmAccess Group.

The Position

The prime task is to ensure successful implementation of quality standards, improvement, recognition, and digital technology in collaboration with our partners in Afghanistan and India. Both programs are part of international consortia with the aim to set up a sustainable, locally owned quality framework within a broader health systems approach. Specifically, you will be responsible for:

Project management (Asia):

- Participate and represent PharmAccess-SafeCare in the consortia teams and stakeholders of the Afghanistan and India programs
- Be proactive part of the strategic and operational design and implementation of these programs with the aim to build a locally owned, institutionalized approach towards quality
- Project Supervision of the local partners to ensure that planned activities and targets needed to build a locally owned, sustainable quality assurance approach are implemented through operational excellence and in a timely manner
- Ensure the targets and quality performance are constantly reviewed and adopt strategies whenever necessary to improve on operational excellence and strategic development to achieve the project goals
- Build the capacity of the local partners to: be trained and qualified as assessors, use digital technology to process and analyze assessment data, train the trainer model of assessors, set up of certification committees, develop and implement training modules and assessment policies and processes
- Implement and update digital technology to support the quality process
- Ensure the objectivity of local quality assessors through remote and onsite audit processes
- Work with local partners to (amongst others): define roles and role profiles for the project staff in country, assist in staff recruitment, establishment of performance management objectives, work schedules
- Provide input on planning and monitoring tools
- Write programmatic reports to all relevant stakeholders
- Responsible for monitoring and managing the project budget

Participation in PharmAccess/SafeCare leadership team:

- Regular and comprehensive reporting to the Director Quality with respect to project implementation status
- Collaborate and contribute in PharmAccess Quality/SafeCare leadership team to identify and develop growth opportunities for our SafeCare and SafeCare digital solutions, and to continuously improve SafeCare methodology and programs
- Participate in the SafeCare team meetings to facilitate reporting on achievements, sharing of experiences and planning for subsequent activities

- Input into overall PharmAccess organizational strategic planning process through development of recommendations, proposals and other elements as directed

Qualification & Requirements

- A relevant Master (e.g. MBA, Strategy Management, Organizational Development,) is essential. An additional health-related degree is preferred.
- At least five years post qualification experience in operations management, with experience in working in a multi-cultural environment with multiple stakeholders, preferably in the geographical regions of interest (Afghanistan and/or India)
- Should have demonstrable entrepreneurial and business mind-set
- Analytical skills in planning and budget review
- Demonstrated leadership experience and ability to oversee and successfully deliver complex project implementations
- Excellent interpersonal skills and a collaborative management style
- Excellence in external and internal communication
- Open minded, self- motivated personality with a can-do mentality
- Experience in working in an international, ambitious, and innovative organization
- Vast experience in managing customer and partner relationships
- Excellent report writing skills and experience in the use of web-based databases and spreadsheets (e.g., Excel) for QI-related data management
- Ability and availability to travel frequently to developing countries (COVID-19 permitted)

PharmAccess offers

PharmAccess offers an excellent job opportunity in a dynamic international environment with solid terms and conditions in accordance with sector standards. PharmAccess has a fulltime workweek of 40 hours, 25 days leave annually, an attractive collective pension plan and a very comprehensive collective health insurance scheme.

How to apply

Suitable candidates can apply by sending their resume and motivation to recruitment@pharmaccess.org. The deadline for applying to this position is November 30, 2020.

For more information please see www.pharmaccess.org or contact our HR Manager, Vincent Telling at +31202103920.