Vacancy

Head of Quality Programs

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 (MCF), 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 Low-and Middle-Income Countries. From primary healthcare facilities in Kenya to the district hospital in Nigeria, with SafeCare it is 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 3000 healthcare facilities in our core countries Nigeria, Kenya, Tanzania, and Ghana, we are now ready to bring our standards-based approach and supporting digital technology to the rest of the African continent and Asia. In Africa, we have launched strategic partnerships in Malawi and Madagascar, and further expansion is planned. In Asia, we have recently been awarded programs to implement SafeCare principles in Afghanistan and India as a member of multiple partner consortia. With all programs, we work with national and international partners with a health systems approach to sustainable, quality care for all.

To lead and implement these new developments, we are looking for a Head of Quality Programs. What we offer is an exciting international opportunity to bring quality healthcare to vulnerable populations in Africa and 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 Head of Quality Programs will report directly to the Director Quality, who is part of the Management Team of PharmAccess Group.

The Position

The prime task of the Head of Quality Programs is to ensure successful strategy, design and implementation of quality standards, improvement, recognition, and digital technology, in collaboration with our partners in Africa, Afghanistan and India. All programs are part of international consortia with the aim to set up a sustainable, locally owned quality framework within a broader health systems approach, through public and private sector partners. Specifically, the Head of Quality Programs will be responsible for:
Program management:
- Be proactive part of the strategic design and implementation of the quality programs with the aim to build a locally owned, institutionalized approach towards quality, with a sustainable business model.
- Use evidence-based advocacy approaches to embed quality assurance into the health system including regulatory mechanisms and incentives such as insurance and contracting.
- Program Supervision of the local partners to ensure that planned activities and targets are implemented through operational excellence and in a timely manner, adopt strategies whenever necessary 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, set up of certification and accreditation processes, develop and implement training modules and assessment policies and processes.
- 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.
- Participate and represent PharmAccess-SafeCare in the consortia teams and stakeholders of our Africa and Asia programs including Malawi and Madagascar, Afghanistan, and India.
- Provide input on planning and monitoring tools, write programmatic reports to all relevant stakeholders and be responsible for monitoring and managing the program budget.

Participation in PharmAccess/SafeCare leadership team:
- Regular and comprehensive reporting to the director Quality with respect to program implementation status.
- Collaborate and contribute in PharmAccess Quality/SafeCare leadership team to identify and develop growth opportunities in Africa and Asia 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
- Masters in Operations Management, Strategy Management, organizational development, or similar qualifications. An additional degree in health-related subjects and/or experience living abroad is preferred.
- At least five years post qualification experience in Operations Management, with experience in working a multi-cultural environment with multiple stakeholders, preferably in the geographical regions of interest (Africa, Afghanistan and/or India).
- Should have demonstrable entrepreneurial and business mind-set, demonstrated leadership experience and ability to oversee and successfully deliver complex project implementations.
- Analytical skills in planning and budget review.
- Open minded, self- motivated personality with a can-do mentality.
Experience in working in an international, ambitious, and innovative organization.

Excellent interpersonal skills and a collaborative management style.

Ability and availability to travel frequently to developing countries (COVID 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 letter to recruitment@pharmaccess.org. The deadline for application for this position is April 12, 2021.

For more information, please see www.pharmaccess.org or contact Nicole Spieker at n.spieker@pharmaccess.org.