

Quality Manager

Fulltime, based in Kwara State, Nigeria

The PharmAccess Group

The PharmAccess Group is an international entrepreneurial organization dedicated to improving access to better health care for people in sub-Saharan Africa. We are increasingly recognized by Governments and donors alike as frontrunners in innovations to resolve demand- and supply-side challenges in Nigeria. PharmAccess has a multi-disciplinary team of experts with competencies in demand-side financing and health insurance scheme design for low-income groups (Health Plans), regulatory support and improvement (SafeCare), business improvement and financing of healthcare enterprises (Medical Credit Fund) and testing and scaling digital and mobile technology innovations (Digital Innovations).

In 2011, PharmAccess, Council for Health Service Accreditation Southern Africa (COHSASA) and Joint Commission International (JCI) created SafeCare standards, first quality standards accredited by the International Society for Quality in Health Care External Evaluation Association (ISQua EEA) for health facilities in resource-restricted settings. SafeCare's internationally recognized standards create a transparent improvement path that offers clinics positive incentives to move steadily upwards in quality.

The Position

As Quality Manager, you will work on the development of SafeCare's proposition, products and services to strengthen the supply of better health care services in Nigeria. Our initiatives are aimed at equipping healthcare providers with the clinical and business tools and skills to improve the quality of care to patients, health care providers, investors and funders alike. You will assist with building a network of trusted public and private health care providers by helping to develop and implement innovative value propositions, making use of new technologies - to strengthen their business and clinical performance. In addition, you will work on promoting the further adoption of the quality agenda by both public- and private-sector players.

As a member of the Quality team, you will work on developing and implementing supply-side strengthening and quality improvement interventions in Nigeria. You will provide technical support to the government (State Ministry of Health, Health Management Board and Primary Development Agency), development partners and facility staff on quality improvement and report to the Program Director SafeCare.

Specific Responsibilities

A: Technical Assistance

- Work as a member of the Quality team on PharmAccess health care supply-related activities and initiatives in Nigeria
- Develop and strengthen a network of trusted providers, introducing and implementing products and services to strengthen their quality and business
- Train government and private sector partners on SafeCare Standards and improvement methodology as Quality Assessors and Facilitators
- Conduct and review SafeCare Accreditation and Certification Assessments, including entry, review and reporting of assessment data
- Support the development and implementation of quality improvement plans for health facilities
- Train facility quality improvement teams on the use of the Quality platform and other digital tools and databases
- Facilitate quality trainings and provide technical assistance to government, health providers and implementing partners including external Assessors and Facilitators
- Continuous review of all ongoing programs and tools, suggesting updates and improvements from lessons learned and best practices.

B: Business Development

- Identify and harness new opportunities and clients for SafeCare products and services – Accreditation, Rating and Self-assessment tools and Quality Platform
- Maintain the Group’s reputational capital with new contacts and existing clients
- Support proposal development and grant writing for new clients and projects
- Support the expansion of the white label / licensing approach for organizations in Nigeria such as NHIS, State Health Insurance Agencies and private sector partners (HMOs and other aggregators);
- Represent PharmAccess at meetings, learning collaborative networks and as a technical expert on healthcare quality assurance and improvement;

C: Monitoring and Evaluation (including Research)

- Conduct bi-annual situational analyses of the facilities, capture and review the data
- Periodic monitoring of quality improvement plans implementation progress against targets
- Contribute to tracking of key performance indicators for SafeCare and projects
- Support research and evaluation studies in Nigeria

Qualification & Requirements

- Medical degree, preferably combined with a public health or business degree e.g., MPH, MBA;
- At least 10 years work experience in clinical health settings and/or development sector
- Good knowledge of quality improvement approaches in healthcare and data management processes
- Capable of interacting professionally and constructively with donors, government, development partners, facility owners and managers, clinic staff and others
- Excellent interpersonal and team-building skills, ability to work effectively with different professional cadres within Government and the private sector
- Proven planning and coordination skills with an eye for detail
- Critical thinking, research and proposal writing skills
- Computer literacy including use of Microsoft Office suite, databases and web applications
- Awareness of relevant trends and new (mobile) technologies in healthcare
- Excellent written and verbal communication skills in English
- Ability to travel frequently (50% or more domestic travel).

PharmAccess offers

PharmAccess Foundation will offer competitive salary and benefits commensurate with experience and ability. PharmAccess is an equal opportunity employer and does not discriminate on any basis.

How to apply

To apply for the position, please submit the following documents:

1. A one-page cover letter describing why you are interested in the position and why you are the ideal candidate for this position
2. Your CV

Send your application documents via email to vacancies@pharmaccess-ng.org with **Quality Manager, Kwara** as the subject. The application deadline is **Friday, February 18, 2022**, by 5pm WAT. Only shortlisted candidates will be contacted. For more information, please visit our website www.pharmaccess.org