Quality Officer

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Job Summary

Vacancy :
Deadline : Apr 30, 2025
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Employment Status : Full Time
Experience : Any
Salary : As per MSI-A Salary Scale
Gender : Any
Career Level : Any
Qualification :

Job Description

About MSI Reproductive Choices Afghanistan (MSIA):

MSI Reproductive Choices Afghanistan (MSIA) is a branch of MSI, a global, non-profit, and non-governmental organization headquartered in London, UK, and was established in August 2002 after registration with the Government of Afghanistan. MSIA follows the local mission statement of MSI: Improve Afghan women's health and well-being so that they can, in turn, build strong, healthy families. Our vision is to be the organization that Afghan women seek out for high-quality, client-centered health care provided by women, for women.

We focus on reducing maternal mortality by providing quality and sustainable maternal-child health (MCH) and reproductive health (RH) services and information in 17 provinces of Afghanistan, namely Kabul, Balkh, Herat, Jawzjan Faryab, Nangarhar, Helmand, Kandahar, Baghlan, Kunduz, Badakhshan, Takhar, Samangan, Kapisa, Khost, Paktia, and Daikundi, in coordination with the Ministry of Public Health (MoPH) of Afghanistan.

MSIA strives to enhance women's health outcomes in the aforementioned provinces by delivering vital reproductive and maternal-child health services through multiple channels such as centers, outreaches, the private sector, and MS Ladies (Family Health Houses).

Job Description:

• Promote achievements of program based on providing same clinical standards, policies and strategies of MSI for all MSIA clinics.
• Asses the quality of health services based on the MSI standard check list
• Develop action plan based on the assessment and ensure the action plans are implemented
• Liaise the identified quality gap and coordinate the training requirement with the training officer and team leader
• Coordinate the MAT meeting as per the standard agenda on a regular bases
• Develop action plan based on the MAT meeting minutes to implement in coordination with the project leads in the clinics
• Develop and report the incidents based on the MSIA standards to the focal points in London office
• Support MSIA Clinical lead to roll out Incident Management system.
• Manage and maintain incident management database.
• Provide updates to clinical staff on new/changed regulations and standards and ensure that require documentation is distributed to all clinics.
• Participate in the planning of clinical training accordance with MSI:A standards and guidelines
• Attend MDT training as required to update and develop training skills and capacity reports to MAT
• Coordinate MSIA quality management themes with MSI London office under the leadership the team leader
• Provide quality assurance report for the SMT in coordination with team leader
• Compile and distribute annual and monthly quality targets to all MSIA clinics and projects
• Make sure quality medical supplies and equipment are available at MSIA clinics
• Follow up the clinics monitoring with the provincial coordinators and ensure they Provincial coordinators develop action plan and fill the gap in their related health facilities
• Assist in developing of decentralize Training module for MSIA, regular and proper on the job training to the clinic staff.
• Assist in cascading training from MSI: A Head Office to Provincial Staff level, and from Provincial staff to stakeholders.
• Maintain soft and hard filling system of Medical Quality Assurance
• Direct and coordinate the MSIA quality program, including the implementation of Quality systems and procedures.
• Prepare monthly summaries of quality issues for the Health Support & Research Team for presentation to the senior management team.
• Provision of advice and guidance on the preparation of documentation, interpretation of quality assurance procedures and on MSIA regulations governing programmes.
• Manage and maintain databases for the quality system.
• Coordinates and manages quality improvement initiatives for a program.
• Assists in the development of possible solutions to quality assurance/improvement issues.
• Develops and manages information systems to support and improve the quality strategic planning, operations, medical management, and financial success.
• Assume a lead role for the preparation, conduct, and responses to MSIA about quality issues.
• Support and facilitating the development of a quality assurance framework for Health Support and Research Team
• Support the implementation of the MSIA quality strategy and structures, with particular reference to building new working relationship between Quality and training.
• Identifying best practice regarding policy and practice in quality assurance and facilitating the dissemination of this across the MSIA.
• Supporting health support and research team in the development of their operational capacity around quality provision.
• Develop and ensure adherence to quality standards in training materials and delivery of quality services.
• Coordination the quality activities across MSIA program.
• Facilitate regular internal quality assessment and the implementation of the quality assessment improvement plan.
• Participate in all program management team activities.
• Mentor other staff on quality development approaches and practices.
• Provide guidance for the quality development service component of program-designing, planning and coordinating of quality provision.

Measure:

• 92% or higher annual QTA score
• Incident Management system rolled out across programme.
• Clinical training plan implemented according to schedule
• Accurate project, monitoring and complications reports submitted by agreed deadlines
• Coordinating Quality Assurance needs with the team leader and other related teams
• Conduct regular MAT meeting based on the annual schedule

It is a role requirement that the job holder must fully comply with, promote, and live **MSI CORE VALUES:**

- Mission driven
- Client-centered
- Accountable
- Courageous
- Resilient
- Inclusive

Job Requirements:

Qualifications:
• MPH Candidates is preferable
• Advanced degree in Public health or related discipline required

Experience:
• 3- 5 years Proven experience in managing quality and operations within project's framework
• Solid experience in project management and working in collaborative environment
• Ability to influence others within the organisation while being open to other people's views through negotiation skills
• Demonstrated experience in preparing and monitoring internal procedures for adherence to regulations and policies related to projects.
• Solid experience in training program and ability of conducting training

Skills:
• Keen intellect with strong analytical skills
• Ability to communicate clearly and concisely, orally and in writing and to make effective public presentations.
• Ability to work well with others in team environments
• Must be able to satisfy stakeholders
• Should be able to work in deadline driven/results orientated atmospheres
• Strong people management skills
• Strategic guidance and planning skills
• Excellent organizational and multi tasking capabilities.

Attitude / Values:
• Committed to MSIA mission, vision, objective, goal
• Friendly, team player
• Self-motivated and results focused.
• Analytical and organized.
• Honest, reliable and maintains confidentiality

Safeguarding:

MSI Reproductive Choices places human dignity at the center of its relief and development work. At the heart of MSI Afghanistan's efforts to address health, medical needs, and social justice is its engagement with marginalized communities, vulnerable adults, children, and maternal health.
MSI Afghanistan values maternal health and child protection, emphasizing that these groups are particularly at risk of sexual exploitation and abuse. MSI Reproductive Choices is committed to protecting vulnerable adults and children from sexual harassment, exploitation, and abuse, involving MSI Afghanistan employees and related personnel.
MSI Afghanistan has a zero-tolerance policy toward sexual exploitation, abuse, and child abuse. We take all concerns and complaints regarding sexual exploitation, harassment, abuse, and child abuse involving MSI employees and related personnel very seriously.
All MSI Afghanistan offers of employment are subject to satisfactory references and appropriate screening checks. By applying, the applicant confirms understanding of these recruitment procedures.

Submission Guideline:

Interested and qualified candidates are requested to fill out the MSI-A application form by clicking the link below and send a copy of their updated CV (no educational or job certifications) by the closing date.
Please note that MSI-A does not charge applicants any recruitment fees. MSI-A is an equal-opportunity employer with a strong commitment to diversity at all levels. MSI-A has a strict non-discriminatory policy in its hiring and selection processes. All applicants will receive equal consideration, and applicants from all ethnic, racial, and economic backgrounds are encouraged to apply.
Please be aware that only those candidates who have been shortlisted will be contacted.

Submission Email:

https://docs.google.com/forms/d/1k864m9_CoKlmyjJ2Wp9ZRc9iduY0q7iAc6jOoPIhlkc/edit

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits