

<b>Organization</b>	<b>Foundation for Reproductive Health Services India</b>
<b>Position</b>	<b>State Clinical Services Manager</b>
<b>No. Positions</b>	<b>01</b>
<b>Location</b>	<b>Jaipur, Rajasthan</b>
<b>Closing Date of receipt of Application</b>	<b>17<sup>th</sup> January 2019</b>
<b>Email</b>	<b><a href="mailto:recruitment@frhsi.org.in">recruitment@frhsi.org.in</a></b>

## **JOB FRAMEWORK- STATE CLINICAL SERVICES MANAGER**

### **Background**

Foundation for Reproductive Health Services India (**FRHS India**) is a registered not-for-profit organization operating since 2009. FRHS India is an affiliate of Marie Stopes International (MSI), a global organization providing personalized contraception and safe abortion services to women and girls. MSI's local teams of professionals are passionate about the work they do in communities across 37 countries. The high quality services we provide, give a woman the power to choose if and when she has children so that she's free to pursue her plans and dreams for herself and her family. Our mission is **"Children by Choice, not Chance"**.

FRHS India is the No. 1 provider of Clinical Family Planning services in private and non-profit sector in the country. We provide quality family planning and safe and legal abortion services to women in need, through multiple channels that comprise of our own clinics, clinical outreach teams and public sector support to Government facilities. We are currently working in the states of Rajasthan, Bihar and Uttar Pradesh in Public Private Partnership (PPP) with state governments. In 2018, our teams directly provided family planning choices and quality services to over 127,500 clients that delivered a Couple Year Protection (CYP) of over 1.368 million.

It is a role requirement that the job holder must fully comply with, promote and live **FRHS India's CORE VALUES**.

Mission driven	Client centered	Accountable	Courageous
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### **Job Summary**

Reporting to the Clinical Services Director and for program and administrative purposes to the State Program Manager, the position ensures that all services provided in the state are client centered and in compliance with the policies, guidelines and protocols of MSI. S/he will lead all technical aspects of service delivery including quality assurance, recruitment, training and capacity building of clinical staff and clinical governance in the state. As a senior member of the State Team, the position is responsible to work closely with the State Program Manger to ensure that the state delivers on all aspects of the annual business plan.

### **Key Responsibilities**

#### **1. Quality Assurance**

- Ensure that services provided by the program follow MSI's guidelines and protocols
- Monitor quality of services provided by teams and competency of service providers by conducting periodic internal quality assessments; competency assessments of providers and supportive supervision as per MSI's policies
- Ensure the reporting and efficient management of all incident/complications. Investigate incidents to understand the root cause develop and implement action plans to addresses the root cause in a timely manner. Disseminate learnings from complications to all teams to avoid similar complications.

- Ensure that client records are properly filled and maintained at service delivery sites and client cards are audited periodically
- Ensure service delivery teams are equipped with adequate supply of appropriate equipment and clinical supplies: All Clinical supplies, instruments, furniture, stocks supplies are adequate and appropriate recording is being done for proper inventory control in coordination with procurement team.
- As required, provide services (tubal ligation, non-scalpel vasectomy, IUCD, safe abortions) at service delivery points, subject to competency being assessed.
- Assist the Clinical Services Director in periodic update of service delivery standards.

## **2. Training and capacity development of medical teams**

- Ensure that skill requirements are identified and that medical team members receive quality training to support them in performing well in their roles. Regularly assesses the training needs of the staff and ensure timely and effective training is provided to staff for delivering quality services as per MSI protocols.
- Assist Clinical Services Director in developing/adapting training manuals, materials and conduct required hands on skill and class room training.
- Organize and manage training programs, training/clinical consultants and deliver training sessions.
- Document all trainings by submitting a training report and maintaining training database

## **3. Clinical Governance and Management**

- Support Clinical Services Director in ensuring that the clinical governance requirements are met as per MSI policies
- Maintain required databases – Incidents; Competency Assessments; Supportive Supervision; training; etc. Ensure that these are updated and reported in time
- Develop required action plans and ensure that they are implemented on time
- Conduct periodic and planned visits to service delivery sites/teams to monitor services; provide supportive supervision and assess competency of providers
- Identify and assist in hiring of clinical staff, clinical/training consultants and supervise them
- Develop annual, quarterly and monthly plans for – Quality Assessments; Training; competency assessments etc. and ensure that plans are implemented
- Identify and enter into agreement with private hospitals for referral of complications; build/maintain relationships with them
- Represent and engage with external stake holders – Government officials; NGOs and technical agencies on technical issues

The position requires extensive travel (45-50%) within the state to districts and service delivery sites (Community Health Centres; Primary Health Centres and Health Sub-centres), to the Delhi support office and other program states.

### **Qualifications, Experience and Skills:**

- MBBS. Post graduate qualification in Obstetrics and Gynaecology/ Public Health/ Health Care Management (desirable)
- Technical / clinical competence for Family Planning services and abortion services
- Reasonable computer skills (e-mail; word; excel and power point)
- Minimum 10-12 years of experience in similar or allied roles
- Understanding, compassion and non-judgmental in dealing with poor/marginalized clients
- Excellent communication (both verbal and written) and presentation skills
- Demonstrated learning agility, pro-activeness and openness to embrace new technologies at work
- Excellent facilitation, interpersonal and networking skills.
- Ability to work in a team and with minimum supervision

**Interested candidates may please submit their updated CV along with a covering letter indicating their interest and suitability for the position by 17<sup>th</sup> January 2019 to [recruitment@frhsi.org.in](mailto:recruitment@frhsi.org.in). Only short listed candidates will be contacted.**