JD of Senior Manager- Improve Service Quality and Health System Strengthening

Position : **Senior Manager-Improve Service Quality and HSS**

Report To: Project Coordinator

Project **:** DoS/FHI360 -Epic Project.

Responsibilities & Context

- **Report To:** Project Coordinator

- RIC was established as a non-government organization in 1981; however, registered with Govt. of Bangladesh regulatory authority in 1982. RIC has established a solid reputation based on achieving tangible development outcomes. Empowering target groups through institution building (Women, Adolescent, Young and Older People), Food and Livelihood security, Environmental development through awareness raising, plantation and sanitation programmes, Health and Nutrition services; Formal and non-formal education to underprivileged children, human resource development through skill development training, response during humanitarian crisis; natural disaster preparedness, emergency disaster response and service delivery DRR, climate change adaptation, policy advocacy and Income generation support through micro-credit operations

- Over the past **40 years**, RIC has successfully implemented multiple donor-funded projects in partnership with government ministries, UN agencies, international development partners, and local civil society organizations in the development sector mentioned above.

- This position is dependent upon funding from FHI360 and the Department of State.

Project Description:

- Meeting Targets and Maintaining Epidemic Control (EpiC) is a global project funded by the US Government and the US President's Emergency Plan for AIDS Relief (PEPFAR), that provides strategic technical assistance and direct service delivery to strengthen GHS, including outbreak response; improve maternal and child health (MCH), and promote health systems strengthening (HSS) including supply chain management.

Job Summary

The Senior Manager will provide technical and programmatic leadership to ensure the effective implementation of initiatives to strengthen the Government of Bangladesh (GoB) health system, promote Quality Improvement (QI), and enhance Global Health Security (GHS) in the country.

This role requires high-level coordination and collaboration with key government partners, development partners, and relevant stakeholders.

Key Roles and Responsibilities

GoB Health System Strengthening & Partnership

- **Establish and maintain strong working relationships** with key GoB directorates, particularly DGHS and DGFP, and other relevant ministries.

- Lead the **design and implementation of strategies** to address identified health system bottlenecks, ensuring alignment with national policies and strategies.

- Provide high-quality **Technical Assistance (TA)** to government counterparts on critical HSS areas such as health financing, human resources for health (HRH), logistics, and strengthening planning/monitoring frameworks.

- Advocate for policy reforms and operational changes that support sustainable health system improvements.

Quality Improvement & Global Health Security

- Design, implement, and oversee the rollout of **Quality Improvement (QI) tools and methodologies** across project intervention areas, focusing on clinical and non-clinical service delivery.

- Provide technical assistance in **Health System Strengthening (HSS)**, **Quality Improvement (QI) methodologies**, and **Global Health Security (GHS)**/Epidemic Preparedness.

- Lead efforts to support the national Global Health Security Agenda, with a focus on core capacities such as **Infection Prevention and Control (IPC)**, surveillance, and epidemic preparedness and response.

- Facilitate functionalization and regularize QIC, WIT at the facility level.

- Provide support to improve facility readiness at DH and MC

- Ensure that project activities contribute to the adoption of national quality standards and Standard Operating Procedures (SOPs) within healthcare facilities.

Program Management, Coordination, and Supervision

- Ensure effective **project management**, including tracking progress against work plans, managing budgets, and producing timely, high-quality programmatic reports for internal and external audiences.

- Supervise, mentor, and provide technical guidance to program team members and consultants, fostering a culture of technical excellence and accountability.

- Coordinate regularly with the donor and partner organizations, presenting program findings, challenges, and successes.

- Facilitate Planning, organizing, and implementing program activities across all technical areas, including Global Health Security, MNCHN, Risk Communication and Community Engagement, and Health Systems Strengthening at the district and below

- Work in coordination with the technical lead of GHS, MNCH, Nutrition, Evidence-based Public Health Messaging and Community Engagement, and the technical partner and the project Coordinator.

- Maintain strong liaison with Division, district, upazila level DGHS and DGFP, authorities, other relevant departments-DAE, DLS, etc, and community stakeholders to improve intersectoral coordination, enhance ERR and service continuation during emergency.

- Work closely with the MOHFW health service provider and managers to ensure the Management and implementation of field-level project activities

- Ensure timely implementation of all activities outlined in the approved district work plan.

- Provide monitoring and supervision support to GOB health workers.

- Facilitate to development of the district emergency response team (ERT) and regularize coordination meetings.

Training, capacity building, and Mentoring.

- Regular field visit to supervise and follow-up activities using a checklist as per the project guideline.
- Take part and facilitate in training & orientation of GoB service providers, DAE, DLS, and Community leaders to enhance emergency response and continuation of MNCHN services during an emergency.
- Identify training needs for on-the-job and capacity building sessions, refresher training, and arrange such training to enhance MNCH continuity, strengthen outbreak prevention, screening, and rapid response during health emergencies.
- Facilitate to conduct of the competency sessions, on-the-job, and mentoring for service providers
- Organizing training/capacity building sessions, workshops, and orientation for capacity development of the GoB and other stakeholders.
- Organize and facilitate on-the-job orientation, capacity building sessions, and mentoring for project staff.
- Facilitate management and follow-up of capacity building and training events

Desirable Attributes

- Deep understanding of the structure and operations of the GoB health sector.

- Experience in managing large-scale donor-funded projects (e.g., USAID, UN agency, Global Fund).

- Demonstrated proficiency in using data analysis and M&E tools for program monitoring and evaluation.

Administration and Finance:

- Ensure the logistic support by communicating through the proper channel.

- Ensure that all expenditure incurred is in accordance with the budget line and the budget limit.

Other Activities

- Conduct / perform any other responsibility when asked for in the interest of the Program.

- Emergency official notification/clients' management.

Duty station:

- Working place at the assigned District level under the Epic Project.

Working Conditions

About 50 % travel in and around the district and upazila area.

Reporting line:

- **Administrative:** Project Coordinator
- **Technical:** Regional Manager-FHI360.