Job Description (JD)

Job Title: Technical Officer

Project/Program: Meeting Targets and Maintaining Epidemic Control (EpiC) Bangladesh Project.

Location: Rajshahi and Chapainawabganj-based (District Hospital / Upazila Health Complex)

Reports To: Technical Specialist

Position Type: Full-Time

Responsibilities & Context

- RIC was established as a non-government organization in 1981; however, registered with the Govt. of Bangladesh regulatory authority in 1982. RIC has built a solid reputation for 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.

Project Description:

The Meeting Targets and Maintaining Epidemic Control (EpiC) Bangladesh project, implemented by FHI 360 in collaboration with four sub-awards, including the Resource Integration Centre (RIC), is dedicated to strengthening Bangladesh's capacity to prevent, detect, and respond to emerging disease outbreaks while ensuring continuity of essential health services, including Maternal, newborn, child health, and nutrition (MNCHN). Operating in high-risk and border-adjacent districts such as Rajshahi and Chapainawabganj. The project aligns with the Government of Bangladesh (GoB) health security priorities and advances the global normative guidance for early detection and rapid outbreak response.

EpiC's core strategy emphasizes outbreak preparedness, strengthening of referral and reporting systems, and evidence-based public health messaging and community engagement (EMCE) through existing MNCHN to combat misinformation and promote protective behaviors. The project works in coordination with the Government of Bangladesh (DGHS, IEDCR, DAE, DLS, local government institutions) and in alignment with the America First Health Strategy.

Job Summary

The **Technical Officer** will provide clinical and technical support to strengthen Maternal, Newborn, Child, and Nutrition (MNCS-N) services across target health facilities. The incumbent will work closely with government health counterparts, facility management, and frontline health staff to improve facility

readiness, enforce Infection Prevention and Control (IPC) compliance, support Quality Improvement Committees (QIC) and Work Improvement Teams (WIT), and oversee structured clinical mentorship and on-the-job coaching programs.

Key Responsibilities & Essential Duties

1. MNCS-N Service Delivery & Facility Readiness

- Provide continuous technical assistance to target District Hospitals and Upazila Health Complexes to maintain high standards of facility readiness; the ANC/PNC corner, Delivery rooms, IMCI-N corner, Newborn care corners (SCANU/KMC), Breastfeeding corner, and Isolation units are fully equipped and functional for MNCS-N services.
- Conduct routine facility readiness and service availability tracking (monitoring equipment functionality, emergency triage setup, isolation corners, and stock levels of essential medicines and IPC commodities/MSR).
- Support facility staff in aligning clinical procedures with national guidelines and standard operating procedures (SOPs) for emergency obstetric and newborn care.

2. Mentorship Program & On-the-Job Coaching

- Lead the implementation and monitoring of the clinical mentorship program, supporting Senior Staff Nurses/Nurses, Midwives, and health workers across assigned facilities.
- Identify performance gaps among service providers and implement tailored skills-building sessions using practical demonstrations and case discussions.
- Facilitate structured **on-the-job coaching** sessions focused on clinical protocols, EmONC skills, newborn resuscitation, triage, and IPC practices.
- Track mentor-mentee progress, evaluate performance gains, and address identified competency gaps through targeted skills refresher sessions.

3. Quality Improvement Committee (QIC) & Work Improvement Team (WIT)

- Facilitate establishing, revitalizing, and guiding facility-level **Quality Improvement Committees (QIC)** and **Work Improvement Teams (WIT)**.
- Facilitate and provide technical support to conduct periodic internal clinical audits and facility assessments, tracking key QI indicators and reporting progress to the QIC and project management.
- Assist facilities in identifying operational bottlenecks, analyzing root causes, and implementing quality improvement action plans.
- Facilitate regular WIT meetings, encouraging frontline service providers to participate in problem-solving and process redesign.

4. Infection Prevention and Control (IPC)

- Facilitate and provide technical support to enforce strict compliance with universal **IPC protocols** across assigned wards and service areas (e.g., hand hygiene, personal protective equipment usage, instrument sterilization, and medical waste management).
- Facilitate and provide technical support in regular IPC assessments and routine facility audits to maintain clean and safe healthcare environments for patients and staff.
- Deliver real-time coaching on waste segregation, surface decontamination, and biohazard handling to non-clinical support staff (e.g., cleaners, ward attendants).

5. Stakeholder Coordination & Health Systems Strengthening

- Maintain active coordination with key government health officials, including Civil Surgeons, Upazila Health & Family Planning Officers (UH&FPO), and Residential Medical Officers (RMO), and EpiC project staff to align facility-level initiatives with global and national standards.
- Facilitate joint monitoring visits, clinical audits, and coordination meetings to share progress, address facility challenges, and ensure sustainability.
- Assist facility teams during public health responses or outbreak management (e.g., establishing screening protocols and isolation corners).

6. Data Quality, Monitoring & Reporting

- Support facility staff in maintaining accurate clinical registers and patient documentation.
- Conduct routine data validation exercises, identifying and resolving discrepancies between primary registers and health information reporting systems (e.g., DHIS2).
- Prepare high-quality monthly, quarterly, and event-based technical reports summarizing key accomplishments, mentorship outcomes, QI metrics, and field findings.

Required Qualifications & Competencies

Education & Professional Registration

- B.Sc. in Nursing from a recognized institution.
- Registered with the national Nursing & Midwifery Council (valid license required).

Experience

- Minimum of 3–5 years of clinical supervisory experience, preferably within public health facilities, maternal and newborn care units, or NGO-supported health projects.
- Prior experience in mentoring, clinical supervision, or facilitating on-the-job training is highly preferred.
- Demonstrated experience participating in quality improvement (QI/QIC/WIT) frameworks or hospital IPC committees.

Technical & Behavioral Skills

- **Clinical Expertise:** Proven competence in MNCS-N service standards, emergency triage, and infection control.
- **Leadership & Coaching:** Strong ability to mentor, inspire, and build capacity among peer nurses and health workers.
- **Problem-Solving & Analytics:** Experience using QI tools (e.g., root-cause analysis, Plan-Do-Study-Act cycles/Plan-Do-Check-Act cycles) within WIT settings.
- **Communication & Collaboration:** Excellent interpersonal and team-building skills; ability to collaborate effectively with government health counterparts and facility leadership, technical partners, project focal points, and support staff.

Administration and Finance:

- Ensure logistical support by communicating through the proper channel.
- Ensure that all expenditure incurred is in accordance with the budget line and budget limit.

Other Activities

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

Duty station:

- Workplace at the assigned District/Upazila level under the Epic Project.

Working Conditions:

- About 80% travel in and around the upazila area.

Reporting line:

- **Administrative:** Project Manager
- **Technical:** Technical specialist-RIC, District Coordinator-FHI360, and District Manager and M&E Manager-RIC at the district level.