Program Associate – m-mama Kenya

Location: Nairobi, Kenya, with 25-50% domestic travel
Job status: Full-time (12 months assignment, renewable) – subject to funding

Touch Health is a global health organization with a mission to help build the health systems of the future for sub-Saharan Africa. Founded in 2004, Touch has worked for twenty years toward a vision of improved healthcare access and equity across the continent. Our programs address some of the biggest barriers to effective healthcare delivery, across three programmatic pillars: empowering Africa’s healthcare workforce; expanding access to care for rural communities; and building excellence in hospital service delivery. Over two decades, Touch has implemented programming which has impacted the lives of tens of millions of people.

Touch’s flagship program, m-mama, an emergency transportation system for pregnant women and newborns, has reached national scale in two African countries serving 65 million people, and is on a scaling trajectory in two additional countries through 2026. Our long-term goal is to bring m-mama widely across sub-Saharan Africa making this vital service available to hundreds of millions.

Hallmarks across all of Touch’s programs include a commitment to sustainability, digital health innovation, and leveraging private sector expertise and thinking for the public good. Collaborative partnerships with governments, Ministries of Health, funders, and peer organizations drive our success and make healthcare transformation possible.

OVERVIEW OF THE M-MAMA PROGRAM

The m-mama program is an innovative and cost-effective at-scale Emergency Transportation System for pregnant women and newborns funded by a consortium of partners, including Vodafone Foundation, and implemented in Kenya by Touch Health and Pathfinder International.

m-mama was originally launched in 2013 in collaboration with the Government of Tanzania, and expanded to Lesotho in 2021. This program addresses the high rates of maternal and neonatal mortality in rural areas by reducing delays in access to care using safe and timely emergency transportation for pregnant women and newborns. The central component of m-mama is an emergency transport system enabled by an innovative ICT platform that connects callers to a government-operated dispatch center.

In Kenya, the Office of the President formalized the partnership for m-mama Kenya in June 2023. Kenya is the third country where the m-mama system is being replicated. The m-mama Kenya program will be co-designed and co-implemented with the Government of Kenya (GOK) in a phased approach starting January 2024.

POSITION SUMMARY

Touch Health is seeking a hardworking, experienced professional to join the m-mama team in the role of Program Associate. The Program Associate will be an integral part of the Program Team, reporting directly to the Senior Project Manager. The Program Associate will support the m-mama Kenya program team in
implementing, coordinating, and monitoring m-mama Kenya operations, policies, and processes at national and county levels.

The Program Associate will work closely with Touch’s m-mama Kenya program team, program partners, and national and county/sub-county government stakeholders. The key responsibilities of the including: 1.) implementing, coordinating, and monitoring m-mama Kenya operations, policies and processes, 2.) coordinating logistics and implementation of go-Live activities in new counties according to the county roll-out plan and, 3.) assisting with budgeting processes, tracking operational performance, and identifying and resolving any programmatic issues.

The Program Associate will be required to manage specific workstreams of the m-mama program, evaluate operational effectiveness of the program and suggest/implement solutions to make improvements or address performance issues.

RESPONSIBILITIES & DUTIES

Project Management and National Implementation
- Work closely with m-mama Senior Project Manager and program team to support implementation of m-mama activities at the national level
- Conduct data analysis and prepare reports on program implementation progress and impact for management, donors, or other stakeholders
- Support the program team by organizing and conducting key stakeholders’ meetings at the national level and assist in preparing presentation decks and deliverables for stakeholders’ meetings and/or funders’ meetings
- Assist Senior Project Manager and program team with the development and management of key project management tools such as workplan and budget
- Assess and advise on potential issues related to budget, timeline, and performance of the m-mama system
- Contribute to preparing and presenting funder reports including key recommendations
- Conduct data analysis and prepare reports on program implementation progress and impact for management, funders or other stakeholders
- Contribute to strengthening Touch’s profile with major funders and implementing partners, including Government of Kenya central authorities, international organizations, and prospective funders

County Implementation
In collaboration and coordination with Touch Field and Monitoring, Evaluation, Learning and Data (MELD) specialist:
- Assist and support the Program Team in planning and coordinating county roll out of the m-mama system country wide
- Support m-mama team in data quality check during system configuration in each new county
- Coordinate logistics and implement go-live activities in each new county according to county roll-out plan:
o Set up and deliver technical training (admin users) sessions for m-mama county and sub-county stakeholders for system launch
o Conduct capacity building of government appointed stakeholders (e.g., ICT officers) in delivering admin training

• Provide support to implementing partners, county and sub-county government, to ensure smooth m-mama operations and coordination with national level and monitoring in each county during immediate post go-live period
• Build collaborative relationships with implementing partner and local government stakeholders to establish regular communication and ensure provision of support and progress updates on county m-mama activities

m-mama ICT System

In collaboration and coordination with Touch ICT Officer:

• Collaborate with Touch ICT team to capacitate implementing partner, county, and sub-county ICT officers, and any other relevant government stakeholders, in providing first-level support on ICT troubleshooting during post go-live activities in each new county
• Contribute to the set up and improvement of the ICT system by conducting User Acceptance Testing (UAT) for new ICT system version release and provide feedback and inputs to Touch ICT team
• Receive status update on ICT issues and bugs during post go-live activities in each new county by monitoring operations with Touch ICT team and implementing partner
• Report to Senior Project Manager and Program Team any delays in any critical issues resolution or any operational challenges during post Go-Live phase

Monitoring and Evaluation

In collaboration and coordination with Touch Field and Monitoring, Evaluation, Learning and Data (MELD) specialist

• Conduct regular meetings to share M&E data and patient outcomes with national and county governments to understand how effective the system is and what are the areas that need more support and focus
• Provide support to m-mama program team on monthly Operational M&E, including collection, analysis and reporting of data
• Participate in the development and implementation of the quality Improvement work-plan
• Support the improvement of dashboards and other data visualization tools for use by the government
• Conduct and provide mid-line and end-line analysis to measure the impact/change observed for pregnant women and newborns as a result of the m-mama program

As a job vacancy announcement cannot be exhaustive, the Program Associate will be required to undertake other duties as assigned, which are broadly aligned with the above key duties.
QUALIFICATIONS & SKILLS

Qualifications

▪ Masters’ degree in relevant field (e.g., MBA, MPH, MPA, international development) or equivalent demonstrated professional experience
▪ Minimum 6 years of relevant professional experience in project management and implementation
▪ Prior experience in Kenya and/or developing countries, preferably in sub-Saharan Africa is desirable

Skills

▪ Project management and interpersonal skills
▪ Strong analytical, organizational and problem-solving skills
▪ Ability to self-manage and work independently without day-to-day oversight to complete deliverables on time and at a high level of quality
▪ Excellent written and oral communication skills especially in the functional use of Excel, PowerPoint and Microsoft Word and attention to detail
▪ Solid relationship-building skills and cross-cultural sensitivity: ability to interface with external constituents from a variety of backgrounds
▪ Good judgment and discretion to represent the Touch Health in a highly professional manner, as well as respect for local culture
▪ Full proficiency in English required, proficiency in Kiswahili is desirable

Other information

▪ Travel required: 25-50% of the time will be travelling to counties across Kenya for m-mama activities implementation, orientation, and training of key stakeholders, M&E and ICT support

APPLICATION PROCESS

Please submit a Resume and Cover Letter outlining your interest in the position to: jobs@touchhealth.org and cc sellouze@touchhealth.org. Please put “Touch m-mama Kenya – Program Associate” in the subject line of your e-mailed application.

LEGAL DISCLAIMER

Touch Health is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, national origin, color, sex, age, gender identification, sexual orientation, veteran status, or disability. All qualified applications will be given equal opportunity and selection decisions will be based solely on job-related factors. Compensation will be commensurate with experience.

For more information about the Touch Health, please visit www.touchhealth.org