Field Officer

Location: Geita Region, Tanzania - with up to 80% travel within the region

Job status: Full-time

ORGANIZATIONAL OVERVIEW

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 MediFIKIA program is an innovative healthcare initiative targeting Non-Communicable Diseases (NCD’s) in Tanzania’s Lake zone. It aims to enhance patient care and management as well as improve medication availability across healthcare facilities. As part of our expansion into two additional regions, the program focuses on strategic interventions designed to optimize healthcare operations and outcomes. This includes the implementation of the 5S-System to streamline operations within pharmacies, the deployment of advanced patient tracking systems to monitor patient journeys across the continuum of care, and regular auditing for quality assurance. Integral to these efforts is our data collection process, which gathers critical insights to improve the supply chain management and overall medication availability. By analyzing this data, we design targeted interventions that address specific needs and challenges within the healthcare system. The program also includes comprehensive training of healthcare professionals, to equip them with the necessary skills to establish and maintain high standards of patient care. Additionally, fostering strong collaborative relationships with the facilities is essential to ensure the successful implementation and sustainability of these initiatives.

This role is ideal for individuals passionate about strategic healthcare innovation and system improvement, looking to make a tangible impact on healthcare management and NCD-Patient outcomes in Tanzania’s Lake Zone, with a focus on systemic enhancements rather than clinical tasks.

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.
POSITION DESCRIPTION

We are seeking a Field Officer, primarily to support the program team in the implementation of program related solutions throughout healthcare facilities in the Geita Region in Tanzania.

The Field Officer will work with the program team to implement services and support post-implementation activities (e.g., monitoring, supervision & support, auditing, data-collection and -tracking), and perform other program support activities as required. She/he will report to the Field Specialist at Touch Health. Responsibilities of the role may be adapted based upon the experience of the successful candidate.

RESPONSIBILITIES & DUTIES

Program Responsibilities

- Collaborate with the MediFIKIA team on planning and coordinating implementation of services
- Coordinate logistics and implementation of activities in new sites according to the workplan
- Deliver training sessions for healthcare center staff
- Provide adequate support to healthcare center management teams to ensure smooth operations and monitoring in each site
- Build collaborative relationships with healthcare centers’ staff and focal personnel for key services to establish regular communication and ensure provision of support and progress updates on activities

Data Collection responsibilities

- Assist in ensuring data integrity by conducting thorough quality checks during each phase of implementation at new sites and continue to monitor and audit the progress of facilities.
- Collaborate closely with facility staff to efficiently gather all necessary data within the region, adhering to the program’s scheduled data collection cycles
- Accurately and diligently fill out all designated templates related to the data collection processes, ensuring timely submission following each collection cycle
- Conduct preliminary data analysis and communicate key findings and insights to the project manager

Project Management assistance

- Work closely with the Field Specialist and Project Manager and support the program team in implementation activities
- Assist in preparation of documentation (Excel, PowerPoint, Word) for stakeholders’ meetings or funders’ meetings

As job vacancy announcements cannot be exhaustive, the Field Officer will be required to undertake other duties that are broadly in line with the above key duties.
QUALIFICATIONS

Knowledge, Education, Skills and Experience:

- Bachelor’s degree in relevant field (Business Administration, Management, International Development, ICT)
- Minimum 5 years’ relevant professional experience in project implementation
- Strong analytical, organizational, and problem-solving skills
- Excellent written and oral communication skills
- Excellent attention to detail
- Proficiency in the use of office software packages such as MS Office (Word, Excel, PowerPoint, Outlook etc.) and standard office equipment
- Technology savvy
- Ability to maintain confidentiality regarding sensitive information contained in data sources
- Ability to self-manage and work independently and remotely while aligning frequently with the program team and achieving agreed quality outcomes
- Prior experience in working and collaborating with Tanzanian healthcare stakeholders is preferred

Language requirements:

- Fluency in English and Kiswahili

APPLICATION PROCESS

- Please submit a Resume and Cover Letter outlining your interest in the position to: jobs@touchhealth.org and cc pmollendorff@touchhealth.org. Please put “Touch Field Officer” in the subject line of your emailed application.
- Deadline for the application: Friday, June 14, 2024.

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