**Terms of Reference**

**Project Name: Mizoram Health System Strengthening Project**

**Job title- District Quality Manager**

**No of vacancies: 7**

**Place of Posting: CMO office - Champhai, Kolasib, Lawngtlai, Lunglei, Mamit, Serchhip and Siaha District**

**Reporting to: Project Director, MHSSP and Chief Medical officer of the district.**

1. **Project background**

The Department of Health and Family Welfare, Government of Mizoram is implementing Mizoram Health Systems Strengthening Project (MHSSP) with financial and technical assistance from the World Bank. The Project with support from World Bank aims to improve the management, quality, accessibility and delivery of health services in the state of Mizoram. The Project Management Unit (PMU) established under the Project Director is responsible for overall supervision, overseeing day to day project implementation and co-ordination with other stakeholder agencies.

1. **Project OBJECTIVE**

The Project Development Objective (PDO) is “to improve management capacity and quality of health services in Mizoram.” The project aims to improve the quality of and access to health delivery system as well as strengthening of governance and management capacity. The project will target investments towards health facilities and interventions across the state over the five-year project duration. The project will accomplish these objectives through implementation of four components:

1. Strengthen management and accountability through Internal Performance Agreements.
2. Improve the design and management of the state health insurance programs
3. Enhance the quality of health services and support innovations.
4. Contingent Emergency Response Component.
5. **Scope of work**

The District Quality Manager will provide techno- managerial support for NQAS certification of the CHC, PHC and SC. She/he will be responsible for devising and establishing quality procedures, standards and specifications and undertake periodic assessments with the objective of getting National Quality Assurance Certification for the health facilities. The District Quality Manager will be deployed in the respective district CMO office on a full-time basis. He/ she will be responsible for the district hospital quality improvement. He/she will report to CMO and coordinate and assist the PMU Consultants.

1. **QUALIFICATIONS**
2. Applicants must possess at least a degree in MSc. Nursing or graduation with Masters in Hospital Administration/Public Health/Social Science/Management
3. Experience:
   1. Essential: Applicant must possess a minimum three year of experience in Hospital Administration/ Public health
   2. Desirable: Preference shall be given to candidates with experience in Health Care Quality or Formal Quality of a quality system like NQAS/NABH/ISO 9001:2008/Six Sigma/Lean/Kaizen.
4. Skills and Competencies:
   1. Sound knowledge on the Concepts of Quality to the hospitals
   2. Knowledge of English and Mizo both written and oral;
   3. Effective communication skills, with demonstrated ability to talk and listen to people and build rapport with them
   4. Computer proficiency and familiarity with MS Word, Excel, PowerPoint.
5. **JOB RESPONSIBILITIES:**
6. Implement quality index program and conduct training of hospital staffs on the implementation of quality index.
7. Periodical assessment of hospital on quality checklist and arrive at the score for the facility.

* Preparing assessment plan and schedule, and constitute an assessment team for internal assessment
* Communicating and coordinating with departments Assessment Protocol National Quality Assurance Standards for Public health facilities
* Monitor & review the internal assessment programme
* Maintenance of assessment records and disseminate the findings of internal assessment
* Preparation of action plan in coordination with quality team and respective departments

1. Provide technical assistance for implementation of internal performance agreement in the district hospitals.
2. Facilitate conduct of meetings of Rogi Kalyan Samiti, QA assessment, etc. and promptly assist the assessors.
3. Monitor the quality index and verify data on quarterly basis and report to the Medical superintendent and the PMU Consultant
4. Support the district hospital in all the actions required for attaining national quality accreditation certificate.
5. Facilitate fund utilization
6. Any other task assigned by MHSSP
7. **Deliverables/ specific outputs**

Upon joining the work, the staffs expected to be responsible for the following deliverables:

1. Undertake minimum quarterly Quality gap analysis of all the SDH/CHC and PHC and share the scores with the respective departments, superintendent and the state quality assurance team nodal person.
2. Provide detail analysis report and improvement plan for all the PHC, CHC/SDH
3. Over-see any quality improvement work in the health facilities under the district.
4. Implement quality index program and facilitate periodic training programs for facility staffs on the implementation of quality index.
5. Field visit to monitor the quality index and verify data on quarterly basis and report to the CMO and the PMU Consultant.
6. Provide written technical feedback to hospitals for quality improvement
7. Undertake quarterly quality index based assessment of hosptials and submit the report to CMO, Point person for quality improvement under the department of Health and family welfare and MHSSP project director.
8. **Specific inputs to be represented by the MHSSP**
9. The gross remuneration budgeted for the position is Rs. 50,000/-PM, with annual increment of maximum of 5%.
10. All the TA- DA will be paid as per the state norms.
11. Location: District CMO offices in Mizoram
12. **Special terms and conditions/ specific criteria**

The position is purely on contractual basis. The tenure will be 48 months duration. The initial contract will be for one year at a time and extended on satisfactory performance. Annual extensions will be given on the basis of review of performance by the Chief Medical Officer and the Project Director

Short listed candidates will be informed via email and phone call. Selection will be made on the basis of

1. Written test
2. Interview
3. Scrutiny of the original degrees and certificates

All selected candidates will be informed about the outcomes of the examination by email and phone call. The results will also be displayed in the website of the state health department. The selected candidates need to report for joining within one month of announcement of results.

1. **LAST DATE FOR APPLICATIONS:**

Eligible candidates interested in this position are requested to send their applications to the Project Director, Mizoram Health Systems Strengthening Project, H&FW Department, Dinthar, Aizawl, Mizoram – 796009 by email ([wb.mhssp@gmail.com](mailto:wb.mhssp@gmail.com)) or through postal service or in person.