

QUALITY ASSURANCE OFFICER

Job Purpose

To coordinate, implement and monitor quality assurance and patient safety initiatives in alignment with regulatory standards, hospital policies, and clinical excellence frameworks at AGC Tenwek CTC. The role supports continuous improvement, accreditation processes, and the development of a quality-driven culture across all service areas.

Key Responsibilities

1. Quality Assurance & Compliance

- Develop and implement the Quality Assurance Plan for CTC.
- Monitor adherence to clinical and operational standards across departments.
- Lead quality audits, risk assessments, and process evaluations to ensure compliance with internal and external standards.

2. Data Collection & Analysis

- Collect, analyze, and report on quality indicators, clinical outcomes, incident reports, and patient satisfaction surveys.
- Identify trends and recommend actionable improvements to enhance service delivery.

3. Policy and Standards Implementation

- Assist in the formulation and review of quality assurance policies, SOPs, and clinical guidelines.
- Ensure staff awareness and adherence to accreditation and regulatory requirements (e.g., Safe Care, ISO, MoH standards).

4. Training and Capacity Building

- Conduct training and sensitization on quality improvement methodologies (e.g., PDSA cycles, Root Cause Analysis, risk mitigation).
- Mentor and support Quality Champions in various departments.

5. Incident Management and Patient Safety

- Support the incident reporting process and facilitate Root Cause Analysis (RCA).
- Promote a culture of safety and transparency in patient care and service delivery.

6. Quality Improvement Projects

- Coordinate and support departmental Continuous Quality Improvement (CQI) projects.
- Track progress and document project outcomes and lessons learned.

7. Stakeholder Engagement

- Collaborate with clinical, administrative, and support service teams to promote quality-driven initiatives.
- Participate in hospital-wide quality committees, accreditation teams, and external quality assessments.

Qualifications

- Bachelor's degree in Health Sciences, Healthcare Management, Quality Assurance, or related field.
- Certification in Quality Management Systems, Patient Safety, or Healthcare Accreditation is an added advantage.

- Minimum of 3 years' experience in a hospital setting, preferably in a quality assurance role.
- Knowledge of healthcare standards (e.g., SafeCare, ISO, JCI, Kenya MoH Guidelines).

Key Competencies

- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- High attention to detail and organizational skills
- Proficiency in MS Office and data analysis tools
- Strong facilitation, training, and report writing skills
- Ability to work independently and as part of a multidisciplinary team

How to apply:

Interested candidates who meet the above criteria should send their applications to recruit@tenwekhosp.org on or before **8th August, 2025** enclosing:

Resume, Cover Letter & *Statement of Faith

***What is a statement of faith?**

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with Tenwek Hospital. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.