

## Job Vacancy Clinic Manager (01 position for Battambang)

The **Clinic Manager (or Centre Manager)** will oversee the day-to-day aspects of MSI Cambodia clinic operations, ensuring our safe abortion, contraception and other sexual and reproductive health (SRH) services are delivered to the highest standard of clinical quality and client-centred care. The Centre Manager will manage clinic performance, ensure adherence to MSI/C standards and compliance, manage the clinic budget, build and maintain partnerships, implement marketing activities, oversee stock management and ensure an excellent client experience. He/She will lead the clinic team made up of healthcare providers, cleaners, receptionists and security guards, including arranging the clinic roster and managing staff in their assigned duties and responsibilities. In addition to being accountable for all centre operations, the Centre Manager will also be required to deliver MSIC services when required.

Job Title:	Location:	Reporting to:	Probationary Period:
Centre Manager	MSIC's Clinics – Takhmao, Battambang	Manager of Centre Operations	3 months

MSI Reproductive Choices is a global social business providing contraception and safe abortion services that enable women all over the world to choose their own futures. Our team of professionals are passionate about the work they do in communities across 37 countries. Marie Stopes International Cambodia (MSIC) was established in 1998 and operates seven reproductive health clinics, a network of Marie Stopes Ladies and a contact centre/helpline. In 2020, MSIC provided services to over 60,000 women and men in Cambodia. The primary responsibility of this role is to further the MSI Vision: A world in which every birth is wanted and its Mission of ensuring the individual's right to: Children by choice, not chance. It is a role requirement that the job holder must fully comply with, promote and live **MSI Core Values**:

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Mission Driven	Client Centred	Accountable	Courageous
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### Key Responsibilities

- Ensure the centre adheres to the MSIC centre operations manual, policies and procedures which includes finance, stock and product quality management, client information management and client data privacy.
- Work with the MSIC support office team in Phnom Penh, including finance, procurement, IT and marketing to implement and/or manage related activities
- Manage centre costs including daily/weekly/monthly expenses, medical supplies, and other relevant costs.
- Ensure the centre adheres to MSIC stock management systems and processes.
- Ensure centre materials, furniture and equipment are well maintained and calibrated regularly.
- Manage, monitor and submit required reports to health financing partners including public and private health insurance companies.
- Conduct monthly meetings to discuss centre operations, performance and clinical quality following the terms of reference and agenda set by the MSIC clinical and operations team
- Ensure the centre achieves key performance indicators (KPIs) in accordance with the MSIC annual business plan
- Review and monitor progress against each KPI and address any under-performance by implementation of and monitoring of corrective action plans
- Understand and analyze information using the MSIC client-information system and make informed decisions to improve centre performance
- Discuss performance and action plans with the centre team during the centre monthly meeting
- Implement and monitor activities as per annual centre plan
- Ensure that centre service delivery adheres to all MSI, MSIC and Royal Government of Cambodia's policies, guidelines and clinical standards.
- Fully understand and be familiar with the content and application of each MSI/MSIC policy and guideline.
- Ensure the centre scores adequately during its internal and external clinical quality assessments, including making sure action plans from assessments are completed on time.
- Report and manage clinical incidents in accordance with the MSI Incident Management policy and guidelines.
- Review and discuss the MSI//MSIC clinical quality assessment checklist with the centre staff regularly
- Conduct spot checks with centre staff based on the clinical quality assessment checklist
- Work with the MSIC Clinical Team to implement new guidelines, making sure that all centre teams are aware of any new protocols, memos and information and comply accordingly
- Provide technical support and training to centre staff in accordance with MSI/MSIC clinical policies and guidelines

- Ensure clients receive accessible, affordable, quality assured, confidential, non-judgmental, ethical and comprehensive safe abortion care, contraception and other sexual and reproductive health services.
- Always ensure positive client experiences at the point of service delivery
- Ensure the centre 'look and feel' complies to MSI guidelines and the centre is kept tidy and well maintained
- Implement and monitor client feedback mechanism and respond to/manage feedback/complaints immediately or as per agreed timeline
- Provide services based on the need and client flow
- Work with the MSIC marketing team to develop a centre marketing plan to increase awareness and service uptake among potential and existing clients
- Implement and monitor activities as per marketing plan. Raise new ideas and innovative marketing activities not included in the plan with MSIC
- Conduct market assessments regularly. Know and understand your competitors and observe trends in your coverage area
- Build and maintain partnerships with government and other relevant stakeholders
- Develop OGSMs (objectives, goals, strategies and measures) for the clinic annually
- Develop OGSMs for each staff. Monitor progress and review individual performance regularly
- Manage centre teams to carry out day-to-day clinic activities and service delivery.
- Ensure clinic staff have updated/valid medical licenses/certificates
- Train clinic staff on relevant topics such as cross-selling, client-centred care, communication skills and other technical and non-technical areas
- Ensure clinic staff understand and follow MSIC policies
- Ensure roster system is being implemented effectively

#### **Qualifications/Skills and Experience:**

- Licensed medical doctor or secondary midwife
- Fluent in Khmer both oral and written (high level)
- English oral and written (medium level)
- Knowledge on managing clinic operations
- Experience in sexual and reproductive health and/or maternal and child health
- Supervision and management of medical and non-medical team in performing quality clinical services
- Good grasp of the private health sector
- Client-focused with good interpersonal skills to engage with people of all levels
- Computer literate in MS Office software – Word, Excel, Powerpoint, Outlook, etc.
- Analyse and make informed decision based on the given information
- Excellent leadership and management skills
- Competent in communication skills including timely e-mail correspondence, internal staff information sharing, and provide feedback to support office
- Implement policy and guidelines with minimal support
- Good English (written and spoken) is preferred

This role is a great opportunity to contribute your skills and commitment to a rewarding project in an emerging health sector of significance.

**A competitive national salary will be offered to the successful candidate.**

We are committed to Child Safeguarding and Protection from Sexual Exploitation and Abuse. Please note, appointment to this position is subject to the outcome of background checks. We are an equal opportunity employer and women are strongly encouraged to apply.

Please visit <http://www.mariestopes.org.kh/Career> or contact our Human Resources Team for a detailed job description. Interested and qualified candidates should send applications (CV and a cover letter) to [hrd@mariestopes.org.kh](mailto:hrd@mariestopes.org.kh) or alternately via post to: **Marie Stopes International Cambodia (MSIC) Head Office, Address: Phnom Penh Centre, Building F, 1<sup>st</sup> Floor, Sothearos Boulevard, Sangkat Tonle Basac, Khan Chamkarmorn, Phnom Penh, Tel: 017 343426 / 010 887075.**

Only short-listed candidates will be contacted. Closing date for applications is **04<sup>th</sup> October 2021 at 5:00PM.**