

Job Vacancies at RTM International

Job Circular No.: 20261006-017.1

Position: Medical Referral Management Assistant

Reports To: Senior Project Manager and Medical Coordinator.

Number of Vacancies: 01

Research, Training and Management (RTM) International NGO working in the Cox's Bazar to implement different projects supported by Government of Bangladesh, UNFPA, UNICEF and others development partners. To provide Sexual and Reproductive Health (SRH) services in different location RTM requires to fill up vacancies in Medical Referral Management Assistant positions.

Job Responsibilities:

- Coordinate and facilitate referrals to appropriate departments and specialized services at 250-Bed District Sadar Hospital, Cox's Bazar.
- Receive and facilitate patients referred from the camps to the PHC/Field Hospital and ensure appropriate referral follow-up.
- Prepare, verify, and complete all required referral-related documentation accurately and timely.
- Maintain accurate and up-to-date referral records, registers, databases, and related documentation.
- Ensure patient confidentiality and handle personal and medical information in accordance with organizational policies and applicable standards.
- Prepare regular referral reports and share relevant information and updates with supervisors for appropriate follow-up and decision-making.
- Receive and review referral information to ensure that clients are directed to the appropriate service point.
- Maintain regular communication with referring facilities, hospital service providers and project teams regarding referred clients.
- Assist clients and caregivers in navigating hospital services and provide clear information about the referral process.
- Support smooth coordination for SRHR, maternal, newborn, emergency and other priority health services as relevant to project activities.
- Follow up on referred clients, particularly those requiring further consultation, investigation, admission or specialized care.
- Maintain accurate and confidential records of referrals, including referral source, service received, follow-up and outcome.
- Identify referral delays, service gaps or challenges and promptly communicate them to the relevant project team.
- Support the development and maintenance of an updated referral directory, including available services, focal persons and contact information.
- Coordinate with relevant hospital departments to facilitate continuity of care and appropriate feedback to referring facilities.

- Support collection and compilation of referral data for routine project monitoring and reporting.
- Ensure that referral-related information is handled with confidentiality, informed consent and respect for clients' privacy and dignity.
- Participate in coordination meetings, trainings, orientations and other activities related to referral management.
- Support emergency referrals and facilitate communication with relevant service providers when required.
- Perform other relevant duties assigned by the supervisor in support of effective project implementation.

Core Competencies

- Client-centered and respectful communication
- Referral coordination and follow-up
- Teamwork and collaboration
- Confidentiality and ethical conduct
- Documentation and reporting
- Problem-solving and responsiveness
- Ability to work under pressure
- Commitment to safeguarding, PSEA and non-discrimination

Employment Status:	Contractual
Salary :	As per organization policy.
Job Location:	Cox's Bazar .
Educational requirements:	Diploma in Medical Assistant/Medical Assistant Training (MATs)/ Medical Technology / equivalent health-related qualification, Bachelor's degree in Public Health/ Health Services Management/ Social Sciences, or a related field from a recognized institution.
Experience and other Requirements:	▪ Minimum 2 years of relevant experience in hospital, clinic, referral coordination or health programme settings. ▪ Experience in referral management, hospital coordination or SRHR-related programmes will be an advantage. ▪ Experience working in Cox's Bazar or humanitarian/refugee response settings will be an advantage. ▪ Good understanding of hospital services, patient flow and referral processes. ▪ Good communication and interpersonal skills, with the ability to coordinate effectively with clients, caregivers, health service providers and project teams. ▪ Basic computer skills, including MS Word and Excel. ▪ Ability to maintain accurate records and work effectively in a busy hospital environment. ▪ Candidates with proficiency in Chattagram language will be given preference.

Compensation & other benefits:	As per organization policy
Last date of submission:	13 October 2026
Applying to:	job01@rtm-international.org

Read Before Apply:

The incumbent will maintain and abide by the RTM International Code of Conduct in discharging any duties in the refugee camps (while interacting/treating/counseling the refugee population) and commit to abide by the PSEA core principles and other issues.

Attention:

RTM International has a Policy regarding Protection against Sexual Exploitation and Abuse (PSEA), a Gender Policy, and a Child Protection Policy. The organization has a Policy of Zero Tolerance regarding this issue. Candidates having knowledge of PSEA will be preferred. Female candidates are encouraged to apply.

Application Instruction

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(Applicant must mention job circular no. & Position in E-mail Subject Line)

Interested candidates may apply to **the Director (Administration), RTM International, 581 Shewrapara, Mirpur, Dhaka 1216** by sending their application and details CV along with recent passport size photographs, copy of NID, copy of all academic certificates and contact details **on or before 13 October 2026** to E-mail address: job01@rtm-international.org (*indicating Circular No. & Position name in the Subject line*).

Only short-listed candidates will be called for interview.
No TA/DA will be provided for attending the interview.

Director (Administration)