

## RTM International Manager - Service Delivery & Quality

Application Deadline: 14 Dec 2024



### Summary

Vacancy: 3

Location: **Anywhere in Bangladesh**Experience: **At least 5 years**

Published: 5 Dec 2024

Applicants are encouraged to submit **Video CV**.
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### Requirements

#### Education

- Bachelor of Medicine and Bachelor of Surgery(MBBS)
- Bachelor's in Medicine, Master's or higher degree in public health.

#### Experience

- At least 5 years
- The applicants should have experience in the following business area(s):  
NGO

#### Additional Requirements

- Minimum 5 years of relevant experience with USAID or other USG or donor-funded health programs. In addition, experience working in maternal, newborn, and child health; SRHR, nutrition programs; epidemiology; and program development.
- Demonstrated technical expertise in leading a diverse team in similar programs in the region.
- Professional experience interacting with Bangladesh governments and counterparts; USAID and other international donor organizations, civil society, and the private sector.
- Good interpersonal skills, team player, strong communication (writing, and English language oral presentation skills) networking skills, and supervisory and partnering skills.
- Knowledge of health equity and social inclusion principles. Proven expertise in effective health systems interventions, achieving results in improving Essential Service Package (ESP) services.
- Software applications: Advanced knowledge of MS Excel, PowerPoint, Word, and Outlook.
- Language: Proven ability to write and speak using Bangla and English language.
- Communication and influencing skills: Excellent interpersonal communication skills.
- Relationship management: Demonstrated experience in management, coordination, teamwork, and planning skills, with proven ability to function effectively with multiple counterparts in the local government, public, NGO, and private sectors.

### Responsibilities & Context

Introduction Text: Research, Training and Management International (RTMI) founded in 1994, stands as a beacon of empowerment in Bangladesh's NGO landscape. RTM International (RTMI) will work as potential consortium partner in Urban Health Activity funded by USAID. The purpose of the Urban Health Activity is to strengthen urban health systems, to improve equitable health outcomes among all urbanites. To achieve its goal, the activity will work with municipalities and city corporations and focus investments on establishing and strengthening urban health systems to provide quality, equitable public health (including health services), optimize available resources, and become more resilient. This Activity will focus on the following four objectives: 1) Improve the capacity of local health authorities to conduct evidence-based analysis of local health systems and epidemiology for decision-making; 2) Institutionalize evidence-based planning; 3) Strengthen urban health systems; and 4) Strengthen urban health system resilience and responsiveness to shocks and stressors.

#### Duration:

Initial contract of 8 months with the possibility of extension up to November 2029, subject to funding availability.

#### Job Responsibilities:

- Assist the CAMs in implementing capacity building on quality assurance activities using revised tools, guidelines, and strategies
- Provide support to CAMs in exploring areas of collaboration with private health networks in the locality and establishing linkages for equitable service delivery
- Assist the MERL team in analyzing epidemiological and health system information, identifying gaps, and developing action plans.
- Document quality initiatives, impact and challenges of service delivery and impacts.
- Promote continuous improvement and facilitate knowledge sharing among team members, and relevant stakeholders.
- Perform any other duties as assigned, in line with the role and responsibilities
- Ensure existing health service delivery-related government standards, guidelines, and protocols are in place and available for PHC service providers at the city level.
- TA to CAMS for implementation of HCP in project areas
- Provide mentoring support and enhance CAM's capacity for supportive supervision and monitoring to ensure quality services from PHC centers
- Provide TA to managers, and supervisors to provide on-the-job mentoring support to the PHC providers to ensure quality service delivery by following service delivery standards, guidelines, and protocols.
- Facilitate experience-sharing meetings among providers and managers on quality issues and institutionalization
- Assist in developing detailed activity plans and timelines for UHA implementation at the city level, aligning with overall project objectives.
- Facilitate annual planning processes of the CAM for system strengthening including government agencies, NGOs, private sectors, and other partners.
- Liaise with CAMS, LHAs, and relevant local stakeholders within the city area to strengthen coordination and collaboration systems to identify resources to address the service quality gaps identified through health system assessment.
- Work with the RTMI Dhaka office-based project team members to develop strategies, guidelines, and the project work plan.

### Skills & Expertise

Communication

NGO

SRHR

### Compensation & Other Benefits

#### Job Location:

UHA Regional Office (e.g., City Corporation).

#### Compensation & other benefits:

Competitive salary, commensurate with qualifications and experience.

### Workplace

Work at office

### Employment Status

Full Time

### Job Location

Anywhere in Bangladesh

### Read Before Apply

Applying to (E-mail Address): [job20@rtm-international.org](mailto:job20@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.

### Apply Procedure

#### Hard Copy

#### Attention:

RTM International has Policy regarding Protection from Sexual Exploitation and Abuse (PSEA), Gender Policy, Child Protection Policy. Organization has Policy of Zero Tolerance regarding this issue. Candidates having knowledge on PSEA will be preferred. Female candidates are encouraging to apply.

### Application Instruction ###

Job Circular No.: 20241204-035 (Applicant must mention job circular no. in E-mail Subject Line).

Interested candidates are requested to apply to the Director (Admin), RTM International, 581, Shewrapara, Mirpur, Dhaka. Electronic copy of the application, detailed curriculum vitae along with recent passport size photograph, contact number, e-mail address, copy of NID, academic all certificates are to be sent to Email: [job20@rtm-international.org](mailto:job20@rtm-international.org) (indicating name of the Position and Job Serial No. in the Subject line) on or before 14 December 2024.

Submit your CV as per RTM International's CV format file (CV download Link: <http://rtm-international.org/478/>).

Only short-listed candidates will be called for interview.

No TA/DA will be provided for attending the interview.

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Director (Administration)

### Company Information

RTM International



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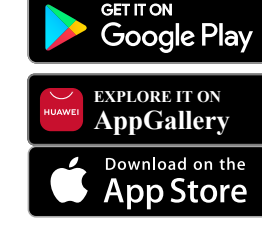
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