



Job Vacancies at RTM International

Position: Quality Assurance Officer

Research, Training and Management (RTM) International NGO working in Cox's Bazar to implement different projects supported by the Government of Bangladesh, UNFPA, UNICEF and other development partners. To provide essential health services to the affected population across different locations, RTM requires filling the vacancies for the mentioned positions.

Report to: Head of Operations-Field

Major Responsibilities:

- Develop and implement quality standards and service delivery protocols for PHC services.
- Ensure continuous quality improvement (CQI) processes are in place and functioning effectively.
- Conduct regular assessments of service quality using standard checklists and tools.
- Conduct regular visits within the PHC to observe service delivery points (OPD, IPD, Labor Room, NSU, etc.).
- Monitor readiness of the facility, availability of equipment, and functionality of services.
- Provide on-site feedback and guidance to healthcare providers to improve service quality.
- Review patient records, prescriptions, and clinical practices to ensure adherence to protocols.
- Monitor use of tools such as partograph and referral documentation.
- Support clinical staff to maintain high standards of patient care and safety.
- Monitor and ensure proper implementation of IPC protocols across the facility.
- Assess cleanliness, waste management, and hygiene practices in all service areas.
- Provide training and mentoring to staff on IPC practices.
- Ensure quality of non-clinical services, including cleanliness, security, and patient amenities.
- Monitor maintenance of facility infrastructure and equipment.
- Maintain quality-related databases and records.
- Prepare regular reports on quality indicators, findings, and improvement actions.
- Use data to identify gaps and recommend corrective measures.
- Conduct client exit interviews and satisfaction assessments.
- Analyze feedback and integrate findings into quality improvement plans.
- Organize Quality Assurance Team (QAT) meetings and follow up on action points.
- Provide on-the-job training and mentoring to clinical and support staff.
- Coordinate with management and other stakeholders to improve service quality.
- Ensure all services comply with Government of Bangladesh regulations and donor requirements.
- Update policies and procedures in line with regulatory and programmatic changes.
- Any other task assigned by the RTMI authority.

Employment Status:	Contractual
Job Location:	Ukhiya, Cox's Bazar
Salary:	As per organizational policy
Educational requirements:	MBBS with valid registration and with MPH or a relevant medical degree.



Research, Training and Management International

Experience and Other Requirements:	Minimum 3-5 years' experience in the humanitarian settings or related field. The Following capabilities are mandatory: <ul style="list-style-type: none">▪ A dynamic individual with a demonstrated ability to perform in a demanding, fast-paced environment.▪ Experience in quality assurance or clinical service delivery.▪ Experience in PHC or humanitarian health settings is highly preferred.▪ Verbal and written fluency in English.▪ Strong communication and interpersonal skills.
Compensation & other benefits:	As per the organization's policy
Last date of submission:	19 April 2026
Applying to:	job03@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 with/treating/counseling the refugee population) and will commit to abiding 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 Zero Tolerance Policy regarding this issue. Candidates who know PSEA will be preferred. Female candidates are encouraged to apply.

Application Instruction

Job Circular No.: 20260408-004

(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 19 April, 2026** to E-mail address: job03@rtm-international.org (*indicating Circular No. & Position name in the Subject line*).

Female candidates are encouraged to apply.

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

Director (Administration)