



Job Description

Job Title: Hospital operational Supervisor

Location: Assigned Hospital

Reports To: Senior Program Manager/Gemura

Company Overview:

Solid'Africa is a nonprofit organization dedicated to improving healthcare access and quality in Africa. Through community-driven initiatives and strategic partnerships, Solid'Africa works to provide medical resources, infrastructure, and support to underserved communities across the continent.

Position Overview:

Solid'Africa is seeking highly organized and proactive Hospital Operational Supervisors to provide high-level administrative support to the organization's executive team. These supervisors will play a critical role in ensuring the smooth operation of day-to-day activities, managing communications, and facilitating coordination between internal and external stakeholders.

Key Responsibilities:

- Maintain a thorough understanding of the Program to ensure effective implementation and adherence to guidelines.
- Provide ongoing support to field officers, addressing their needs and facilitating their work in the field.
- Ensure all team members adhere to health and safety protocols, including the use of gloves, masks, proper attire, and head-hats to maintain a safe working environment.
- Conduct regular performance reviews of Field officers, providing feedback and guidance to improve their effectiveness.
- Provide friendly and professional services to patients
- Address patients' needs and concerns, ensuring they receive appropriate care and support from the program
- Coordinate meal delivery and distribution according to the standards



- Collect and analyze customer satisfaction data to guide service enhancements
- Coordinate with healthcare providers to manage special dietary requests.
- Conduct data collection and reporting for program monitoring according to M&E frameworks
- Collect and document stories and testimonials from patients and staff to highlight the program's impact.
- Conduct regular performance evaluations for Field Officers.
- Address any staff issues or conflicts promptly and professionally.
- Collect the required information related to the supporting programs (Gombora, Kiza, Sukura)

Job requirements:

- Bachelor's degree in nutrition, Nursing, Public health, social work or related field.
- Minimum of 3-5 years of experience in program coordination,
- Exceptional ability to manage multiple tasks, prioritize effectively, and ensure timely completion of tasks.
- Strong verbal and written communication skills, with the ability to interact professionally with a diverse group of stakeholders.
- Proven experience in leading teams, conducting performance reviews, and providing constructive feedback.
- Ability to interact with patients and their caregivers understanding their needs and providing appropriate support.
- Proficiency in Kinyarwanda and English is required. Knowledge of French is a plus
- Knowledge of health and safety regulations and protocols, particularly in a healthcare setting.
- Excellent customer service and communication skills.
- Proficient in using Microsoft Office Suite (Word, Excel, PowerPoint) and other relevant software tools.
- Ability to work flexible hours, including weekends and holidays.
- Ability to work collaboratively within a team and support colleagues as needed.
- A strong commitment to Solid' Africa's mission and values.

HOW TO APPLY



Please submit your CV and an application letter to hr@solidafrica.org with a copy to sandra@solidafrica.org not later than September 16th 2024 at Midnight.