



## Job Framework Program Officer – MS Ladies

Job Title:	Location:	Reporting to:	Probation
Program Officer – MS Ladies	Ilam	Operations Officer - MS Ladies	6 months

The Program Officer – MS Ladies is responsible for a successful implementation and management of MS Ladies program in various districts of Nepal. S/he ensures the attainment of SPN goals and objectives and provide leadership to the MS Ladies team to develop, implement and expand the MS Ladies program efficiently and effectively.

Under this program, well trained, independent midwives are employed under different models in different geographical location and will be called MS Ladies. MS Ladies will offer all five modern family planning methods (STM and LARC) including Medical Abortion Services. The Program Officer is expected to mobilize MS Ladies, Youth Mobilizers, Community Based Mobilizers and MS Ladies Supervisors and communicate and coordinate at the Provincial/district/ Municipalities level and ensure that MS Ladies reports, documents and other records are maintained and are forwarded to Support Office on time.

It is a role requirement that the job holder must fully comply with, promote and live the following core values of the organization:

Mission driven	Client centered	Accountable	Courageous	Resilient	Inclusive
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The below responsibilities are included for the position, but not limited to:

Key Responsibilities	Measures
<b>Operations</b>	
<ul style="list-style-type: none"> <li>Review existing project activities that work in family planning and develop district project plan in consultation with operations officer and district stakeholders. Implementation and monitoring of project activities within the district</li> </ul>	Workplan (Annual, semi-annual, quarterly and monthly) are managed accordingly and project activities are timely implement within the districts
<ul style="list-style-type: none"> <li>Develop human interest stories related to FP, document best practices and lesson learn</li> </ul>	Human interest stories, best practices and learning are documented
<ul style="list-style-type: none"> <li>Extensive field visits required within and out of district (If required)</li> </ul>	Trip report
<ul style="list-style-type: none"> <li>Mobilise the MS Ladies/ Youth Mobilisers/Community Based Mobilizers in order to ensure all requirements are met on time.</li> </ul>	Daily, weekly and monthly report
<ul style="list-style-type: none"> <li>Ensure all Channel team members are reporting on time and compile and submit the report to Support office on time</li> </ul>	Records and reports

<ul style="list-style-type: none"> <li>Support MS Ladies Channel team members as per need and coach and mentor each team member frequently</li> </ul>	Trip report
<ul style="list-style-type: none"> <li>Ensure all districts reports (financial, programmatic, supplies/commodities) are submitted on time as per MSI reporting guidelines.</li> </ul>	Monthly report
<ul style="list-style-type: none"> <li>Coordinate government health facility and prepare action plan of MS Ladies for a month beforehand.</li> </ul>	
<ul style="list-style-type: none"> <li>Support in staff selection process, recruitment and management of the team</li> </ul>	MS Ladies recruited and deliver services
<ul style="list-style-type: none"> <li>Conduct Performance management of staff</li> </ul>	Performance management documents
<ul style="list-style-type: none"> <li>Communication and coordination with relevant stakeholders and facilitate/participate stakeholders meeting as per need</li> </ul>	Stakeholders report
<ul style="list-style-type: none"> <li>Maintain the logbook of supplies in store and distribute. Ensure the availability of supplies in MS Ladies site.</li> </ul>	Register maintained
<ul style="list-style-type: none"> <li>Frequent visit of MS Ladies sites and data spot check as per MSI clinical guidelines and as per the work plan agreed with the line manager.</li> </ul>	Data spot check and trip report or phone.
<ul style="list-style-type: none"> <li>Monthly track the MS Ladies performance based on the key performance indicators and provide the input to Operation Officer as necessary.</li> </ul>	Service reports, action plan follow up weekly report.
<ul style="list-style-type: none"> <li>Ensure and support MS Ladies data are validated on monthly basis.</li> </ul>	Data Validation report by phone follow up or data.
<ul style="list-style-type: none"> <li>Ensure all team members prepare and monthly plan and submit time sheet on time. Conduct monthly staff meeting.</li> </ul>	
<ul style="list-style-type: none"> <li>Coordinate and maintain relationship with provincial/district and municipalities level stakeholders and conduct and participate stakeholder meetings and undertake DPAC &amp; DRHCC meeting.</li> </ul>	Meeting minutes and stakeholders' feedback
<b>Research, Monitoring and Evaluation</b>	
<ul style="list-style-type: none"> <li>Develop a reporting standard and procedure and ensure reporting from the MS Ladies on a regular basis. Ensure legitimacy of the data provided by MS Ladies.</li> </ul>	Verification of the data provided by MS Ladies
<ul style="list-style-type: none"> <li>Collate monthly, quarterly and annual reports from each MS Lady for the responsible districts</li> </ul>	Report
<ul style="list-style-type: none"> <li>Produce monthly progress reports</li> </ul>	Progress report
<ul style="list-style-type: none"> <li>Regularly monitor the MS Ladies program areas</li> </ul>	Trip report
<ul style="list-style-type: none"> <li>Support Client Exit Interview, Mystery client survey and other research activities on time</li> </ul>	Completion of research activities
<b>Financial Management</b>	
<ul style="list-style-type: none"> <li>Timely collect the service income, incentive, bonus and expenditure report of MS Ladies and other Non-FP products sales income report and support to finance for revision and clearance.</li> </ul>	Income, incentive and bonus report
<ul style="list-style-type: none"> <li>Request petty cash of each team members and ensure all team members advance were cleared on time.</li> </ul>	Petty cash request

<ul style="list-style-type: none"> <li>Request the programmatic advance on time as per workplan.</li> </ul>	Programmatic report
<b>Marketing and demand generation</b>	
<ul style="list-style-type: none"> <li>Support MS Ladies in mobilizing the demand generators/ Youth Mobilizers and produce monthly referral incentive reports of Demand Generators/Youth Mobilizers</li> </ul>	Incentive report
<ul style="list-style-type: none"> <li>Coordinate with Marketing department and conduct the marketing activities as planned.</li> </ul>	Activities report
<ul style="list-style-type: none"> <li>Ensure all team members have enough marketing and promotional materials.</li> </ul>	Marketing and promotional materials
<ul style="list-style-type: none"> <li>Ensure all MS Ladies have enough referral agents and ensure demand generation activities have conducted on time.</li> </ul>	Demand generation report
<b>Clinical quality</b>	
<ul style="list-style-type: none"> <li>Coordinate with MDT in undertaking of quality assurance activities related to channel e.g. competency assessment, internal Audit and external QTA</li> </ul>	Reports of quality assurance
<ul style="list-style-type: none"> <li>Ensure all incidents are reported and managed on time with supporting documents</li> </ul>	Incident report
<ul style="list-style-type: none"> <li>Ensure the MoU with referral hospitals and Ambulances are up to date.</li> </ul>	Signed MoU
<ul style="list-style-type: none"> <li>Ensure all MS Ladies are trained as per the MSI/ Government of Nepal guidelines and support MDT to conduct the capacity building activities to MS Ladies.</li> </ul>	Training report
<ul style="list-style-type: none"> <li>Submit monthly meeting minute, CRA, action plan tracker and trip report within given time frame.</li> </ul>	Monthly meeting minute and Client Record Audit (CRA)
<ul style="list-style-type: none"> <li>Ensure all Quality Assurance action are followed up on time.</li> </ul>	QTA action plan
<ul style="list-style-type: none"> <li>Assist to ensure MS ladies understand and follow QTA checklist and relevant policies/guidelines (Government and MSI protocols as applicable) and with clear understanding in step of clinical procedure</li> </ul>	Thoroughness in step of clinical procedure among MS ladies
<ul style="list-style-type: none"> <li>Assist to ensure all stock and equipment are used as directed by the protocols/guidelines</li> </ul>	Audit findings are followed-up on regular basis
<ul style="list-style-type: none"> <li>Perform any other duties as requested by Line Manager</li> </ul>	

### Person Specification

- Minimum bachelor's degree in Public Health or Nursing.
- Minimum 3 years of related work experience especially in project implementation. Preferable in Family planning.

### Skills

- Fluent in written and spoken Nepali and English.
- Excellent knowledge of MS Word, Excel, Power point and Outlook
- Proven ability to work under pressure and multitasking.
- Willing to travel in remote district of Nepal.
- Familiar with government of Nepal's health system
- Fluent in recording and reporting