Quality Assurance Coordinator

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| * **Job Location**: Khanewal, Multan | * **Positions**: 2 |
| * **Experience**: Minimum 3 years | * **Last Date to Apply**: 21 January 2025 |

**Background**

A consortium of two national NGOs has partnered with Government of the Punjab to implement a two- and half-year health project in Multan and Khanewal districts. The projects aim at improving the accessibility of the BISP beneficiaries married women (15-49 years) with family planning services. The goal is to reach eligible married women of reproductive age (MWRA) in BISP households and educate them about the benefits of healthy timing and spacing of pregnancies.

**Job Purpose**

The **Quality Assurance Coordinator** will ensure the effective implementation and quality assurance of Family Planning (FP) services in the district. This role involves supervising FP services, coordinating with Quality Assurance Officers (QAOs) at the tehsil level, and ensuring beneficiaries receive high-quality FP services. Key responsibilities include data mapping, service monitoring, supply chain logistics, and training healthcare providers.

**Key Responsibilities**

* Oversee FP services in the district, ensuring adherence to quality standards and guidelines.
* Monitor and evaluate public and private healthcare providers’ performance in delivering FP services.
* Collaborate with QAOs to execute awareness sessions for BISP MWRAs (Married Women of Reproductive Age) and their spouses on FP methods.
* Train and guide QAOs and private providers to improve awareness and service delivery, including Long-Acting Reversible Contraception (LARC) services.
* Facilitate family planning camps with a focus on IUCD services.
* Develop infection prevention protocols and conduct Sustainable Behavioral Modification and Reproductive Health (SBMR, HTSP) sessions.
* Compile comprehensive reports on FP services provided by healthcare providers.
* Map and analyze data of BISP beneficiaries for efficient FP service planning.
* Maintain detailed family profiles for targeted service delivery.
* Manage the supply chain for FP products, ensuring timely availability and distribution.
* Supervise the implementation of the e-voucher scheme at the district level.
* Coordinate with teams to align e-voucher systems with service provision needs.
* Collaborate with District Health Authorities, Population Welfare Offices, and other stakeholders to strengthen coordination and networking.
* Identify gaps in service delivery and recommend improvements to management.
* Support periodic field monitoring visits to ensure program effectiveness.

**Qualifications & Experience**

* **Education**: MBBS (mandatory)
* **Experience**: Minimum 3 years in quality assurance, family planning, or health services coordination.

**Skills**:

* Leadership and supervisory expertise.
* Excellent communication and interpersonal skills.
* Proficiency in report writing and data analysis.
* Training and capacity-building experience for field officers and private providers.
* Familiarity with e-voucher systems and supply chain management (preferred).

**Competencies**

* Strong analytical and problem-solving skills.
* Ability to work under pressure and meet deadlines.
* Demonstrated expertise in healthcare service delivery and quality assurance.
* Proficiency in team management and stakeholder engagement.

**Note:** Organization has a zero-tolerance policy with regard to Sexual Exploitation and Abuse by Organization’s personnel against the people they serve. All forms of sexual exploitation and abuse are incompatible with the universally accepted norms, values, principles and standards that underpin in Organization. Protection from Sexual Exploitation and Abuse (PSEA) is the responsibility of everyone and all selected candidates will be required to comply with the Organization PSEA Policy at all times. Selected candidates will therefore undergo rigorous reference and background checks against their past behavior related to sexual exploitation and abuse, and may be required to provide additional information further on in the selection process.