Quality Assurance Officer

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| * **Job Location**: Khanewal, Multan | * **Positions**: 7 |
| * **Experience**: Minimum 2 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 Officer will engage with Married Women of Reproductive Age (MWRAs) who are BISP beneficiaries, conducting awareness sessions on Family Planning (FP) services, and mapping healthcare providers in collaboration with Social Mobilizers. The role also includes distributing FP-related materials, collecting feedback, facilitating referrals, and conducting field visits to FP service providers to ensure high-quality service delivery within their assigned tehsil or district.

**Key Responsibilities**

* Engage directly with MWRAs (aged 15-49) who are BISP beneficiaries to raise awareness about FP services and methods.
* Build trust and rapport with local communities to ensure active participation in FP activities.
* Plan and deliver educational sessions on Family Planning services tailored to the cultural and community-specific needs.
* Enhance the capacity of PPs (Private Providers) and Mother Ambassadors to deliver FP services effectively.
* Provide information on FP methods, benefits, and how to access services.
* Distribute updated FP-related materials (pamphlets, brochures, posters) to community leaders, healthcare providers, and beneficiaries.
* Collect feedback from MWRAs and their spouses on FP services, accessibility, and quality.
* Verify LARC (Long-Acting Reversible Contraception) services as per organizational targets.
* Identify challenges or gaps in FP service delivery and facilitate referrals to appropriate providers for further support.
* Conduct monthly field visits to FP service providers to monitor adherence to protocols, infection prevention, equipment sterilization, and accessibility of FP services.
* Ensure high-quality service delivery and compliance with organizational standards.

**Skills Required**

* Strong communication and presentation skills.
* Ability to effectively engage with communities and stakeholders.
* Proficiency in report writing and documenting feedback.
* Basic knowledge of monitoring and evaluation techniques.
* Familiarity with IUCD insertion, HTSP, infection prevention, SBMR, and client exit interviews.

**Qualifications**

Minimum qualification: LHV or Midwife with PNC registration.

**Experience**

At least 2 years of field experience with NGOs in quality assurance, family planning, or community health services.

**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.