



JOB OPPORTUNITIES

The Aga Khan Health Service, Tanzania (AKHST) – an Institution of The Aga Khan Development Network, is completing a major phase III expansion of the Aga Khan Hospital, Dar es Salaam in 2024.

This expansion is aimed at establishing a new innovative comprehensive cancer center aiming at strengthening cancer care in Tanzania through PPP with Tanzanian-based CCP partners: (Ministry of Health, Community Development, Gender Elderly and Children (MoHCDGEC), Ocean Road Cancer Research Institute (ORCI), Bugando Medical Centre (BMC) and Muhimbili National Hospital with technical support from Institute Curie in delivering a full range of cancer services.

The Tanzania Comprehensive Cancer Centre is a proposed high-quality, evidence-based Comprehensive Centre aimed at reducing the burden of cancer morbidity and mortality in two targeted Regions (Dar es Salaam and Mwanza). The Centre's 4 major components include a) Improve and expand existing Oncology infrastructure to provide more comprehensive Oncology care through health systems strengthening. b) Build the capacity of staff in participating institutions to provide high quality cancer care by trained Specialists, and train and retain local professionals through accredited programs; c) Strengthen community Cancer Care practices by delivering affordable, comprehensive health care services for preventive services including primary prevention, screening, and early detection and d) Develop and maintain relationships with stakeholders and participating institutions on joint research agenda and initiatives.

The Hospital is JCI Accredited (achieved a level of quality and patient service that is equal to the best hospitals in the world) and the teaching site for The Aga Khan University, which offers Postgraduate Medical Education programs leading to Master of Medicine in Family Medicine, Internal Medicine, Surgery, Obstetrics and Gynecology and Paediatrics and Child Health.

Thus, AKHST is recruiting the following professionals to work in its Cancer Centre.

MEDICAL OFFICER – (1 POSITION)

REPORTING TO THE HEAD OF ONCOLOGY

POSITION SUMMARY

The medical officer evaluates and manages Oncology patients in accordance with the National and AKHST treatment guidelines to deliver efficient and quality care as per the mission and vision of AKHST.

ROLES AND RESPONSIBILITIES

- Participate in daily rounds of Oncology patients for assessing & documenting initial history and physical examination, analyze the clinical information to enlist provisional diagnosis and discuss the case with the primary Consultant and carry out the management plan.
- Make daily rounds in Oncology suite for daily care Chemotherapy patients and ensure timely and effective care given to patients. Manages admission, transfer, discharge and referral process.
- To accompany Oncology Consultant on ward round and discuss important and relevant issues.
- To participate in training activities and academic sessions of oncology team, nursing department and other associated departments.
- Contribute towards administrative issues of Oncology section with suggestions and to take up responsibilities assigned.
- Interaction with patient attendants to brief them about status, anticipated recovery and any other specific issues or problems.
- Contribute to the departmental clinical quality assurance system, including regular clinical audit, review of patient care (length of patient stay, mortality and morbidity reviews, audit, and regular clinical meetings).
- To participate in all teaching activities including CME, training and academic sessions, mortality and morbidity meetings, journal clubs, clinical audit meetings of the department of medicine, or the hospitals
- To be available on call after working hours if assigned general shift for regular duty.
- Managing patients in Emergency Department according to protocols and involving Consultant and primary Consultant when required.
- Take active role in resuscitation of the patient and procedures in MIT.
- Provide medical cover, routine, and emergency during hours of duty and to act, as may be reasonably required, on instructions given by the consultants and specialists regarding patients' management.
- Ensures all documentation complies with statutory requirements and professional standards.
- Liaise with nursing staff regularly to check on patient progress, or more frequently if their condition necessitates.
- Ensures adverse events are reported in a timely manner and responded to according to the organization's policy.
- Take part in ward audits and research to continuously improve and strive for excellence, for staff and patients.
- Advise the consultant immediately of any patient who threatens to discharge themselves against medical advice.
- Attend in house mandatory training as requested.
- Be aware of the importance of effective customer care and public relations to promote the good reputation of the hospital.
- To comply with all the standards, protocols, guidelines and pathways set out by the department of medicine.
- Will be able to work in another Specialty under Physician Supervision
- Any other roles assigned by the Supervisor.

QUALIFICATIONS AND EXPERIENCE

- Minimum Doctor of Medicine Degree or equivalent from a recognized institution.
- Must have Full Registration from Medical Council of Tanganyika
- Must have valid practicing License from Medical Council of Tanganyika

LABORATORY SCIENTIST – (1 POSITION)

REPORTING TO THE LABORATORY MANAGER

POSITION SUMMARY

The Laboratory scientist is responsible for shift coverage (operational and technical) functions of their allocated sections. He/ she will facilitate delivery of laboratory services in an efficient and effective manner while positively impacting the department in the journey towards accreditation and thereafter, maintaining accreditation status.

ROLES AND RESPONSIBILITIES

- Performing the daily equipment maintenance and perform or review daily Internal Quality Controls.
- Performing periodic External Quality Assurance Testing and participating in review of their results.
- Performing daily bench activities such as temperature charting, benching decontamination, sample archiving, documents archiving, and maintenance of waste disposal in the respective area.
- To be able to navigate through Lab Information Management System (LIMS), including the acceptance of specimens, printing unique Barcodes and entry, completion, reviewing and authentication of results.
- Analyze patient samples making sure to prioritize workload in their section - this includes identification of STAT tests.
- Appropriate review of patient results prior to their Authentication.
- Recording and reporting all critical results to the concerned clinician or Nurse in-charge following procedures for Reporting Critical Values and documentation.
- Put in measures to minimize pre-analytical, analytical, and post-analytical errors from occurring.
- Should communicate to the Section Head on a timely basis regarding any pre-analytical, analytical or post-analytical errors.
- Communicate all Quality matters to the Section Head and QAO and Safety matters to the Safety Officer.
- Monitoring pending logs from LIMS and organizing section for well-coordinated performance so that tasks are completed within the stipulated time frame.
- Monitor all urgent and critical tests requests turnaround time e.g. ICU, HDU and A&E.
- Take appropriate Corrective Action / Preventive Action when a non-conformance arises and ensure documentation.

- Supervision of technologists and lab assistants during their shift making sure to fill in gaps if workload increases in other sections - demonstrate team player role.
- Actively participate in department CME and the teaching of Interns as well as students (attending field work from various universities around the country), technical staff from upcountry, new technical staff employed by the Hospital)
- Monitor stock levels within their areas of operation and alert the Section Head or Head of Pathology Department in case of anticipated stock out of reagents.
- Should escalate problems as well as potential problems to the Head of Pathology Department, making sure to document all incidences.
- Required to perform training and competency assessment of technical SOPs for staff working in their sections on a biannual basis and retraining is conducted if there is evidence that personnel are no longer familiar with the method in use.
- Be well versed with Quality Management System and the latest standards for JCI Accreditation
- Preparing or reviewing of Standard Operating Procedures (SOPs) before second review by QAO and approved for use by HOD.
- Implementation of technical and Quality management SOPs of their section.
- Any other roles assigned by the Supervisor or his/her Designee.

QUALIFICATIONS AND EXPERIENCE

- Minimum of Degree in Medical Laboratory from a recognized University/Collage
- Full Registration with the Health Laboratory Practitioners Council.
- Minimum 1 years of relevant work experience

PHARMACEUTICAL TECHNICIAN – (1 POSITION)

REPORTING TO THE PHARMACY MANAGER

POSITION SUMMARY

The Pharmaceutical technician provides effective and timely pharmacy services (by assisting the pharmacist) to all in and outpatients, and administration of sterile medications under aseptic conditions.

ROLES AND RESPONSIBILITIES

- Read, interpret, and bill prescriptions and physician order entry accordingly.
- Dispense prescription medication to the right patient with appropriate drug, dosage, route, and auxiliary information.
- Process inpatient physician order entry and dispense the medicines to inpatient wards.
- Ensure appropriate storage of medicines.
- Monitor temperature of the refrigerators.

- Ensure proper refilling of shelves in the dispensing area.
- Carry out sterile admixture under aseptic conditions.
- Regularly check expiry dates on medicines.
- Evaluates the level of patients' satisfaction and takes appropriate measures in case of discontent.
- Providing care to patients with infectious diseases.
- Any other roles assigned by the Supervisor.

QUALIFICATIONS AND EXPERIENCE

- Minimum Diploma in Pharmaceutical Sciences from recognized University
- Certificate of Enrolment from Tanzania Pharmacy Council
- Maintain licensure in good standing as a Registered Pharmaceutical Technician in the United Republic of Tanzania.
- Successful completion of clinical rotation.
- Knowledge and understanding of drugs regulations.

PATIENT NAVIGATOR – (1 POSITION)

REPORTING TO THE HEAD OF ONCOLOGY

POSITION SUMMARY

The Patient navigator guides patients through various aspects of the healthcare system, ensuring they are well-informed and receive adequate care. He/she helps newly diagnosed patients overcome barriers to quality care. He/she addresses barriers and accepts & coordinate referrals together with managing assigned caseload. Develops care initiatives to assess and coordinate care management for the patient in manner that is medically appropriate and cost effective.

ROLES AND RESPONSIBILITIES

- Contact patients over the phone to assist in setting up Oncology appointments at the Cancer Center and provide reminder phone calls prior to every appointment.
- Work with patients, providers, and the cancer centers care team to set goals for patient's care.
- Provide navigation for patients by addressing any logistic barriers, scheduling complications, childcare needs, etc., that would prevent a patient from showing up at their appointment.
- Address any relevant insurance concerns or issues by connecting patients with appropriate resources and team members.
- Assist patients in connecting with necessary supportive care services, psychosocial and palliative care, and social work.
- Coordinate patient referrals from the community to primary health facilities to tertiary facilities and vice versa

- Provide education about cancer clinical trials and when appropriate, assist patients in connecting with care team about available services and resources to support participation.
- Provide culturally sensitive services to patients from different cultures.
- Accompany patients to specialty and imaging centers outside of the TCCP Cancer Centers when needed to provide support and advocacy.
- Maintain regular communication with the patient's providers through clinical messages and via emails, phone calls and case review meetings.
- Refer to internal or external case management services when other issues are identified (i.e. hunger issues, domestic violence issues, etc.)
- Provide advocacy, patient education and support in accessing community-based and hospital-based programs.
- Document every intervention into the appropriate medical record.
- Develop and maintain a strong working relationship with the schedulers of oncology appointments and related services.
- Work with medical interpreters to reach patients of other languages.
- Produce mid-year and end of the year reports on program activities compiling data from databases and writing up case examples.
- Be involved in evaluation and research activities in the program as needed.
- Work with community coordinators of the project and community healthcare workers to enhance community referrals and establishing community programs (e.g., saloon project)
- Reports on quality measures.
- Liaison with insurance companies for cancer patients
- Serve as a clinical resource and community referral resource within the project.
- Assist organizing & coordinating cancer survivorship events and programs.
- Participate in regular project meetings, huddles, staff meetings and quality improvement projects to improve patient care.
- Consult with the medical staff, nursing staff and ancillary department staff to eliminate barriers to the efficient delivery of care. Identify service delivery problems and potential for effective patient management intervention.
- Follow-up with assigned patients in all laboratory tests and consults to ensure work is done.
- Attend and represent the project at scientific conferences, in-service trainings, and meetings at the request of or with the approval of Supervisor.
- Perform all other duties as assigned by the Supervisor or his/her Designee.

QUALIFICATIONS AND EXPERIENCE

- Minimum Bachelor Degree in Psychology/ Social Work / Business Administration or related field
- Minimum Two (2) years of experience working in community or health settings.

- Strong understanding of cultural competency with the target population
- Bilingual (English/Swahili)
- Computer literacy

HEALTH ATTENDANT – (1 POSITION)

REPORTING TO THE NURSING MANAGER

POSITION SUMMARY

The health attendant is responsible for basic patient care activities in the Department. This includes taking vital signs, taking triage, assessing patients, and giving guidance on which doctor to see.

ROLES AND RESPONSIBILITIES

- Measure vital signs of assigned patients as per physician order and record the same in the patient file as per the standard procedure.
- Report any abnormality seen in patient's vital signs, blood glucose level, to the RN immediately, to facilitate timely attention.
- Assist jointly with other nursing staff in transfer of patient's from chair, wheelchair, and stretcher (trolley).
- Answer patient questions and respond whenever possible or report message to Registered Nurse/Enrolled Nurse.
- Check patient area for cleanliness and orders, including removing soiled linen and used /unused equipment supplies clean, dry and replace the same following patient care equipment as per standard hospital and infection control policies.
- Responsible for routine arrangement of patient in the clinic.
- Maintain good working relationship with peers and other health team member.
- Does examination bed making of assigned area and change to each patient.
- Monitor and maintains CSSD items inventory, collect and return used pack to CSSD.
- Follow admission process as per institutional policies.
- Demonstrate accountability of special assignment like dressing, equipment room and CSSD etc.
- Give and take patients over and special assignment at the time of shift change.
- Assist the Nurse Manager in implementation of quality improvement and patient safety interventions.
- Perform risk assessment and takes preventive actions to avoid adverse effects.
- Seek assistance wherever indicated to verify unusual findings or assess complicated patients.
- Adhere to policies, procedures, quality improvement and patient safety norms while managing patient care.
- Participate actively in patient /family & staff education as per identified needs. Provide safe environment for the patients and him/ herself by following infection control policies.

- Assists inter and intra hospital transfer of patients following safety principles.
- Ensure timely, comprehensive, and complete nursing documentation on unit specific forms as per standard.
- Evaluates the level of patients' satisfaction and takes appropriate measures in case of discontent.
- Participate in quality improvement and patient safety activities like incident reporting, identification of issues, execution of interventions etc.
- Any other roles assigned by the Supervisor or designee.

QUALIFICATIONS AND EXPERIENCE

- Certificate in Nursing Assistant from recognized institution.
- Minimum of 2 years of experience in nursing practice in hospital settings

BILLING CLERK – (2 POSITIONS)

REPORTING TO THE MANAGER, IP BILLING

POSITION SUMMARY

The billing clerk is responsible for correcting, completing, and processing claims of all payer codes. He or She is also required to generate reports from computer in accordance with established procedures.

ROLES AND RESPONSIBILITIES

- Ensure accuracy of billing for all services rendered in patient's account.
- To check bills before the discharge of the Patients for correct room charges, consultation and other charges and verifying the correctness before settling the bills.
- Enter cash receipts if needed and ensure correct allocations, distribution in accordance with the established protocol.
- Printing interim bills when required and give to the relative to the patient checking any correction required should be taken care of to ensure there are no last-minute adjustments or highly minimized.
- Review all documentation on bills and inform the relevant accountant in case of any discrepancy.
- Ensuring accuracy of billing of all insurance patients and proper documentation.
- Issuing receipts to the cash patient and verifying authenticity of credit patient based on the list approved list.
- Issuing acknowledgement receipts to the credit patients and preparing debit notes and invoices.
- Preparing OPD spread sheet to record all sales based on receipts.
- Appropriately securing daily sales as per set policies and guidelines.
- Any other roles assigned by the Supervisor or Designee.

QUALIFICATIONS AND EXPERIENCE

- Minimum of a Certificate in Accounting or related field from recognized institution.
- Minimum of one (1) year experience in handling billing and account receivables in a similar set up or related field.

ADMINISTRATOR – (1 POSITION)

REPORTING TO THE HEAD OF ONCOLOGY

POSITION SUMMARY

The administrator is responsible for day-to-day office operations, managing patients' appointments, mentoring of the receptionist, reinforcing policies and best practices, providing service excellence & care to patients, families and visitors, answering customers' queries, resolving issues, providing support to the centre coordinators and managers and work in collaboration with all departments to ensure access and continuity of care.

ROLES AND RESPONSIBILITIES.

- Communicate with call center staff and information desk for clinic schedules and cancellations.
- To ensure Doctors schedules are sent on daily basis and leave schedule is maintained and communicated accordingly.
- Send medical reports as required by patients in outpatient through Medical Director's office.
- Update noticeboards with the current schedule of doctors.
- Resolve patients concerns as escalated to him/her by receptionists. Ensure resolution and proper update to Coordinators and the Manager.
- Ensure a follow-up with patients to ensure customer satisfaction is maintained.
- Setting patients appointments and providing feedback to them accordingly.
- Ensuring smooth running of the outpatient clinics.
- Manage patient complaints at the outpatient clinics.
- Provide continuous training to Front Office Staff on the appointment system usage.
- Oversee and help to facilitate all activities related to logistics, procurement, and inventory and solve difficult logistics and coordination issues.
- Assist the department to prepare quarterly reports.

QUALIFICATIONS AND EXPERIENCE

- Minimum Diploma in Social Sciences or Business Administration or related from recognized University.
- Minimum of 2 years of relevant experience in hospital settings

RECEPTIONIST – (1 POSITION)

REPORTING TO THE FRONT OFFICE MANAGER

POSITION SUMMARY

The receptionist is responsible for day to day operations of assigned Front Office services. These services include but are not limited to; billing for services, registration of patients, booking of appointments for out-patient services, operating the switchboard, direct patients, cash collection and submission. Receptionist is required to deliver high quality of customer service and patient care.

ROLES AND RESPONSIBILITIES

- Promptly and professionally receive patients and their families to provide quality of care, customer service excellence, using best practices, ensuring patient safety and efficiency in service.
- Process cash, credit, and insurance patients. Request for approvals. Work with all insurance companies to ensure proper documentation of claims.
- Schedule appointments for patients with consultant specialists using the appointment system.
- Responsible for ensuring timely delivery of patient files from medical records follow-up with a phone call if any delays to minimize patient waiting time.
- Prints daily revenue report of all collections and submits with the cash received.
- Keeps immediate supervisor well-informed of activities, results of efforts and problems identified/potential problems; recommends corrective actions to immediate supervisor.
- Handle/resolve patient queries and problems to ensure smooth functioning of the clinics. Exhibits genuine concern for patients and always conducts oneself appropriately and professionally.
- Evaluates the level of patients' satisfaction and takes appropriate measures in case of discontent.

QUALIFICATIONS AND EXPERIENCE

- Certificate Business Administration or equivalent from recognized university / college.
- Minimum of 1 year relevant experience.
- Computer literate in Microsoft Office Applications.

**PLEASE NOTE: ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FOR INTERVIEWS.
APPLICATION LETTER, CV AND EDUCATION CERTIFICATES SHOULD BE SUBMITTED
ELECTRONICALLY TO: hr@akhst.org WITH THE SUBJECT LINE OF THE POSITION.
CLOSING DATE FOR SUBMISSION OF APPLICATIONS IS END OF BUSINESS DAY ON SUNDAY,
FEBRUARY 11, 2024**

“AKHS is concerned about the climate and environmental crises we face and is doing everything possible to reduce our own impact, encouraging others to do the same, and advancing understanding in this field. AKHS has set itself the task of getting as close to net-zero carbon operations as possible by 2030. We expect all staff to contribute to achieving these aims in the

context of their roles. We encourage applicants with previous experience or an interest in this field to apply”.