



PERFORMANCE MANAGEMENT AND APPRAISAL SYSTEM – GOVERNMENT OF JAMAICA
MINISTRY OF HEALTH

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Coordinator Quality Assurance
JOB GRADE:	GMG/SEG II
DEPARTMENT:	Standards Research and Development
REPORTS TO:	Director, Standards Research and Development
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date created/revised

JOB PURPOSE

To coordinate all activities related to the quality assurance programme for the public health sector.

KEY OUTPUTS

1. Quality Assurance programmes developed, implemented and coordinated.
2. Quality control mechanisms for programmes within the public health sector developed.
3. Quality Assurance Monitoring reports submitted.
4. Monitoring reports of quality improvement programmes.

KEY RESPONSIBILITY AREAS

1. Develops and implements a comprehensive quality assurance programme for the Ministry of Health and its agencies.
2. Develops standards for activities related to quality assurance and identify quality indicators in collaboration with the Director, Standards Research and Development and Standards Research Officer.
3. Develops training programmes in quality assurance focusing on the Ministry's priority areas and coordinate their execution. Structure activities and programmes to encourage commitment to, and strengthen behaviour change towards a quality culture in the Ministry and health facilities.
4. Participates in the development of policy and procedure manuals for quality assurance for the Ministry of Health and its agencies.
5. Participates in relevant research activities conducted by the Ministry in order to develop norms and standards for quality assurances.
6. Provides guidance to senior managers in the Ministry of Health and its agencies in implementing quality assurance programmes.
7. Collaborates with senior managers and regional directors in identifying requirements for the implementation of quality assurance programmes.

8. Develops criteria for the measurement of client satisfaction and provider review.
9. Collaborates with the Director, Standards Research and Development and other Senior Managers to develop provider accreditation and quality control mechanism for programmes such as the national Health Insurance Programme
10. Monitors activities of the quality assurance programmes within the Ministry of Health and its agencies,
11. Assesses the impact of quality assurance programmes in health institutions.
12. Recommends ways and means of developing and improving activities related to quality assurance.
13. Liaises with relevant local and international organizations in developing quality assurance programmes and activities.
14. Prepares reports, briefs and other documentation on quality assurance programme and submit to the Director, Standards Research and Development.
15. Performs any other related duties, as assigned by the Director, Standards Research and Development.

PERFORMANCE STANDARDS

1. Development & implementation of quality assurance programmes in the public sector.
2. Quality control mechanisms which are established and implemented have a positive impact on the quality and cost of service offered in health institutions in the public sector
3. The Ministry's aims and objectives are achieved through the quality assurance programme
4. Stipulated deadlines are consistently met.

REQUIRED COMPETENCIES

Functional/Technical Competencies	Level
Ability to plan, organize and coordinate the work of others	2
Knowledge of National health Policy	2
Knowledge of research methodology	2
In depth knowledge of research methods and techniques	3
Knowledge of Quality Assurance principles	3
Knowledge of management principles and practices	2
Use of technology	2

Core Competencies	Level
Good written communication skills	2
Good oral communication skills	2
Good human relations and interpersonal skills	2
Good analytical and problem solving skills	2
Excellent time management skills	2
A high level of integrity and professionalism is displayed	2

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Masters Degree in Public Health or the Social Sciences
- A minimum of five (5) years working experience in the quality assurance field

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Expected to travel islandwide
- May be required to travel overseas
- May be required to work beyond the normal working hours

AUTHORITY

- To recommend the implementation of new activities related to quality assurance
- To recommend changes in the quality assurance programme