



POSITION: CENTER HEAD

REPORTS TO: REGIONAL OPERATIONS DIRECTOR

LOCATION: DAR ES SALAAM

The Company:

Africa Healthcare Network (AHN) is building the first dialysis chain across East Africa, providing high-quality, life-saving dialysis at an affordable cost to both the local patient population and patients from neighboring countries, which do not have centers of their own. AHN brings world-class technical expertise combined with developing world practical operating experience to a region in dire need of quality dialysis treatment. In North America, over 97% of patients requiring treatment for kidney disease receive care; in East Africa, less than 5% receive care. AHN's goal is to increase access to high quality care at a lower cost to patients, delivered through a sustainable business model. AHN is currently operating in Rwanda, Tanzania and Kenya.

KEY RESPONSIBILITIES:

The Center Head is the single point of accountability of all performance within the dialysis unit, reporting to the Regional Operations Director or Manager (ROD/M)

The Center Head's major duties and responsibilities are encompassed in the 5 areas below

1) Clinical excellence

- Drive the highest delivery of quality care to dialysis patients as defined in AHN Dialysis Quality Index (DQI) score targets – coordinating across and supervising Head Nurse/Shift lead nurse, medical professionals (MD, physician, nephrologist), nutritionist and other clinical staff
- Spend time on the dialysis floor to build relationships with patients and oversee patient experience
- Ensure fully compliant and well-maintained dialysis unit across 5 areas – hand hygiene, infection-prevention-control, COVID-19 protocols, crash cart, cleanliness – as defined in AHN audit scores
- Responsible for speaking to center level clinical KPI results and action items
- Propose and drive new ways of improving delivery of quality care to patients, including any innovative collaboration with partner hospital
- Ensure fully complete and accurate documentation of patients' clinical records

2) Dialysis center growth and volume

- Work with ROD/M to drive a fully functional patient referral system from partner hospital to patient onboarding in AHN center and actively bridge any gaps
 - i. Lead the Chronic Kidney Disease (CKD) Registry efforts across partner hospital (lab, MD, etc), AHN MD and center staff to drive early identification of CKD patients
 - ii. Build and maintain strong relationship and collaborate closely with partner hospital to drive higher testing and patient follow-up rates
- Visit surrounding healthcare facilities to increase awareness of AHN and establish external patient referral pipelines

- Propose, lead and monitor initiatives to continue to improve center level patient identification, adherence and retention of patients

3) Operations

- Work with ROD/M to optimize in-center P&L and EBITDA margin
- Accountable for sufficient supply of inventory; supervise center administrator(s) on inventory management and monitoring for expiration dates, quality, appropriate consumption etc
- Responsible for driving an efficient center operations schedule (i.e., staff scheduling, patient scheduling) as per the AHN staff-to-patient target ratio and overtime targets
- Coordinate across Center Operations and Center Administrator(s) to handle all patient scheduling and billings across AHN, partner hospital and NHIF systems
- Ensure all in-center documentation and records (e.g., RO, patient files) are well-maintained and up-to-date

4) Teammate engagement

- Active management of all in-center staff (nurses, nursing assistants, cleaner, center administrator) and coordination across support functions (nutritionist, BME) for their effective functioning
- Build a conducive and supportive workplace for in-center staff to flourish in workplace and develop their skills
- Conduct regular performance evaluations and provide consistent and constructive mentorship and feedback for staff development
- Uphold all center staff to the highest standards of AHN standard operating procedures and policies

5) Compliance and Integrity

- Ensure the unit adheres to all Ministry Of Health and NHIF regulations and standard
- Prepare for and participate in regulatory inspection and audits
- Ensure our center staff adhere to the highest ethical principles at all times

Center Heads can be asked to engage in other operational elements of the center including but not limited to billing and admin work depending on the needs of the center and the changing needs of AHN.

Desired Competencies:

- Minimum Bachelor degree in Business Administration/ Public Administration, Engineering or equivalent is preferred
- Current practicing license (if a registered medical personnel)
- More than 3 years of work experience preferably in an operations and customer-facing role e.g., healthcare delivery, F&B, retail (exact experience required differs based on center size)
- More than 1 year of experience managing multiple different teams (exact experience required differs based on center size), with experience planning and executing programs or projects across multiple stakeholders with verifiable results
- Able to connect details to big picture thinking and lead different roles to deliver results in a high-pressured, fast-paced environment

- Strong critical thinking and analytical ability to solve problems especially when there is no established process
- Strong stakeholder management and communication skills across external parties and internal staff
- Solid ability to mentor and develop teams
- Proficiency with Microsoft Word, Excel, PowerPoint
- Strong work ethic, flexibility and willingness to learn on the job and all clinical and non-clinical aspects of running a dialysis unit
- Passion for AHN's Mission

How to Apply:

- Applications should be sent by 20th December 2023 with subject heading "**Job Application: Center Head – Dar Es Salaam at AHN**".
- Send your application to hr@africahealthcarenetwork.com
- **ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED!**