

## **Global Health Management - CHT/Hospital Management Associate Health Workforce Program, Liberia**

### **BACKGROUND**

Liberia aims to build a high quality and sustainable health system, but faces a severe deficit of health care workers. In 2015 the Ministry of Health developed the Health Workforce Program, an inter-ministerial initiative to achieve targeted improvements in the quantity, quality, and skills diversity of the national health workforce and improve access to safe and quality health services in Liberia. Strengthening health management is one of five key components of the Health Workforce Program, for which the Liberian Ministry of Health, in partnership with Yale University, will recruit and deploy visiting faculty to fill gaps in health management education, and to support and sustain strengthened health management capacity in Liberia.

### **PROGRAM OBJECTIVES**

Skilled health managers will be essential to Liberia's recovery from the recent Ebola crisis and to the development of a robust and resilient health system that can respond effectively to future public health emergencies. The Health Management Associates will be part of the MOH's Health Workforce Program (HWP). The two overarching goals of the collaboration are to: (1) develop an applied mentoring program to build management and leadership capacity at the CHT and hospital level, and (2) develop a certificate-level training program in health management for existing Liberian health managers working in hospitals and health facilities, in partnership with the Ministry of Health and a local training institution.

### **THE HEALTH MANAGEMENT ASSOCIATE ROLE**

Successful candidates will be experienced healthcare/hospital managers who will make a yearlong commitment to live in Liberia. Health Management Associates will work and live in their assigned county in Liberia. The Associates' efforts to build management capacity will be tailored to the needs of each county health team (CHT) and/or hospital cluster, and will be grounded in a partnership-mentorship model in which Associates work alongside their Liberian counterparts. Based on capacity-building efforts in similar settings, we anticipate that health managers hired for this program may focus on quality improvement of the following management systems: establishing performance measurement systems, building effective governance structures, strengthening management of medical records and other health information systems, improving referral systems and patient flow, promoting better pharmacy and inventory management, promoting human resource management, strengthening financial management and budgeting, and ensuring effective infection control practices.

Health Management Associates will also travel intermittently to a local Liberian education institution partner to collaborate with faculty in order to develop and support the certificate-level health management program as needed, including content design and instruction of courses designed to build hospital management capacity. Health management courses will include topics such as strategic problem solving, change management and organizational leadership, hospital operations and quality improvement, human resource management, and financial management.

### **KEY RESPONSIBILITIES**

1. Build and strengthen health management capacity in designated CHT and hospital management teams through day-to-day collaboration with local health managers in order to develop management and leadership capacity within the teams and identify strategies to improve performance.
2. Support quality improvement projects, helping CHT members and senior hospital managers strengthen basic management structures and systems in order to promote continuous quality improvement. The Health Management Associate will be responsible for mentoring CHT members and hospital managers in the development of action plans for specific initiatives, facilitation of project teams, and development and monitoring of key project indicators.
3. Engage Liberian health management practitioners in designated CHTs or hospitals to build their skills in mentorship, facilitation, and organizational development through a health management certificate program.

4. Plan and implement educational program content for the health management certificate program in collaboration with local faculty and the host academic institution. Both in collaboration with local faculty and independently, the Health Management Associate will design, prepare and deliver teaching materials; facilitate learning and supervision, provide mentorship to health management students, and ultimately, build capacity of Liberian faculty in health management.
5. Contribute to regular activity and progress reports.

Successful Health Management Associates will have emotional intelligence and personal maturity, enthusiasm for working in a developing country, cultural flexibility and competence, and a passion for making a positive contribution to Liberia's healthcare delivery system.

#### **EDUCATION AND/OR EXPERIENCE**

- Masters degree in healthcare administration, public health, or a related field
- A minimum of 3 year of experience in healthcare management and leadership preferred
- Success in leading health systems quality improvement initiatives in low-resource settings preferred
- Success in working in interdisciplinary and intercultural work teams
- Success in fostering and maintaining organizational relationships and affiliations

#### **LANGUAGE SKILLS AND REASONING ABILITY**

- Ability to effectively communicate information and data in written and verbal form to course participants, senior management, government officials and the public
- Ability to interpret and apply instructions in diverse settings
- Ability to support organizational change and develop management capability of others
- English proficiency required

#### **WORK/LIFE ENVIRONMENT**

The work environment for the Health Management Associate shall be considered somewhat typical of those found in a developing nation in West Africa, with acknowledgement that Liberia's infrastructure was weakened by the Ebola epidemic. Associates will be based in a CHT office or on a hospital campus.

#### **COMPENSATION**

Associates will be provided with a competitive salary and benefits package, including housing and travel allowances.

#### **CONTRACT PERIOD**

The Health Management Associates will be contracted for a 12-month period (anticipated start date September 2017), with possibility of extension, subject to satisfactory performance and the availability of funding.

#### **REPORTING**

The Health Management Associates will report to the Director of Health Management Project based at the MoH in Monrovia, Liberia.

**Interested applicants should submit a copy of their CV, names and contact information for two references, and a one-page cover letter to the Project Director, Nikole Allen: [nikole.allen@yale.edu](mailto:nikole.allen@yale.edu).**

#### **The cover letter should:**

- 1) Describe previous management experiences in a health care setting;
- 2) Outline your career goals and interests;
- 3) Explain why you are interested in the Liberia position;
- 4) Describe the personal qualities or experiences that make you well suited for the position.

Review of applications will begin immediately. Candidates selected for interview will be notified via email.