

JOB DESCRIPTION	Technical Advisor - Quality Management
Job category	5 - Senior Consultant

The Health Sector in India

While India has made dramatic changes between 1947 and 2004 on health indicators such as life expectancy and infant Mortality Rate (IMR), the growth and development process in the country have profoundly impacted on demographic, epidemiological, social and managerial dimensions of health care. The rising demand for health services is exposing the inadequacies of the present health system both the public and private. While the responsibility of the government in ensuring an efficient health system has increased, the challenge of purposefully utilizing the private health system also remains.

Therefore the health sector in India is presently in a major transition to implement structural and operational changes with a high demand for immediate and fast delivery mechanisms from the participating institutions. Reform issues to be addressed include governance, restructuring administrative departments, developing a vision and strategies, developing human resources and institutional capacity, devolution of authority, improving management capacity, performance-based monitoring, options for financing, quality assurance and public private partnerships.

A. Responsibilities

The incumbent is responsible for the

- Independent management of the component "Quality Management" according to component goal, team agreements and/or consultations with the supervisor,
- Support of the program's initiative to provide professional advice and input to, and to cooperate with, a broad range of target groups,
- Innovation and knowledge management as well as transmission of innovation to a wide range of persons
- Integration of results and experiences into team efforts and into all relevant groups

Within this context, s/he fulfils the following tasks:

B. Tasks

Professional Advising and Consulting

- Demonstrate knowledge and understanding of the principles of improving and assuring quality in health care systems and services globally and locally
- Describe a global overview of quality management activities in different regions of the world with different stakeholders
- Understand trends of quality promotion and evaluation models in Europe and critically analyse their transferability
- Describe the basic principles and processes for evaluating health services' quality including accreditation, certification and licensing
- Describe key aspects of implementing quality management within an organization or

- in a national health system including strategic management of change
- Apply relevant theories and tools to an identified quality issue within a specific area
 - Participates in identifying needs for external support and advice, elaborates on policy recommendations and develops a strategic approach
 - Supervises development and implementation of program plans and activities in close coordination with counter partners
 - Contributes to preparation and implementation of the consultation process, the project's/program's activities, and efforts in the regions
 - Assists in defining terms of reference, selection, and supervision of contracted third parties in carrying out project/program's activities, including performance evaluation
 - Supervises development and implementation of project/program plans and activities in close coordination with counter partners
 - Conceptualises, prepares and implements workshops, seminars, and other events on subjects that are related to the program's/project's field of activities
 - Develops and organizes quality assurance and proposes necessary changes, improvements, and initiatives
 - Monitors project progress, reviews reports and documents concerning the progress of collaborative programs, determines bottlenecks and recommends alternative courses of management action to the Principal Advisor

Networking and Cooperation

- Co-operates with and ensures regular contacts, dialogues: does PR work and cooperates with local communities, relevant organizations, non-governmental bodies and persons within the programme's environment as well as with other projects in order to enhance and maintain good working relationships
- Communicates and channels local interests and aspirations and exchanges ideas and information for the benefit of the programme
- Maintains repeated field visits to the regions in accordance with the requirements of the project

Knowledge Management

- Compiles information about "Quality Management incl. accreditation" and ensures knowledge transfer
- Develops strategies and technical concepts including guidelines, manuals, and procedures, which are ready to be applied
- Prepares reports and presentation materials
- Prepares appropriate input to the various project/program reports/publications including annual reports; contributes to other reports required by the Principal Advisor, the Sector Coordinator and the GTZ Headquarters
- Supports research and study activities on policy topics that will benefit collaborative programs.

Management and Coordination Tasks

- Supports general project planning/develops project designs, including preparation, organization and moderation of planning exercises, implementation, management, monitoring, quality management, evaluation, communication, and documentation
- Coordinates and prioritises relevant project activities at the local level in cooperation with the partners, as well as in organizational preparation and in the implementation

of these activities

- Prepare the budget for key events and related financial documentation
- Monitors operational budget against funds availability for the different program components
- Compiles relevant information for collaborative activities and missions
- In the absence of the Principal Advisor, undertakes appropriate actions to facilitate continued operation of the program

General Duties

- Is responsible for the management of personnel, finances, and infrastructures of the entrusted area of activity

C. Other Duties/Additional Tasks

- As required and assigned by the Principal Advisor

D. Required Entry Qualifications and Competencies

Formal Education

- Masters or PHD degree in a course related to the project/program's goals, specialisation in a field related to the project/program's goals.

Professional Experience

- Minimally 10 years of professional working experience in a similar position
- Working Experience in other reputable organizations (international organizations, consultancies, bilateral agencies etc.) active in her/his field
- Strong record of professional expertise in his/her field (publications etc)

Further Knowledge

- Excellent command of MS-Office
- Good working knowledge of modern telecommunication systems
- Language skills

E. Reports to: Principal Advisor

F. Deputy of Position: Members of the QM - Team

G. Deputized by: Principal Advisor

H. Location Health Sector Support Office, Delhi