

FHI 360 is an international non-governmental organization that works with the Vietnam Ministry of Health, Ministry of Agricultural and Rural Development and other ministries, provincial health services, and local non-government organizations to promote the health and well-being of the Vietnamese population, particularly vulnerable and disenfranchised groups. In Vietnam, FHI 360 is currently building the capacity of local organizations in HIV/AIDS prevention, care, and treatment; drug treatment policies and practices; clinical research for the development of vaccines and drugs; non-communicable disease (NCD) prevention; laboratory strengthening; social and behavior change communication approaches to preventing the spread of zoonotic diseases; and maternal and child health and nutrition.

We are seeking qualified and highly motivated Vietnamese nationals to join FHI 360 as a **(Senior) Technical Officer in Quality Improvement (QI)** for **Sức Khỏe Dồi Dào** (Abundant Health) Program (based in Ho Chi Minh City).

**Program Summary:**

Sức Khỏe Dồi Dào is an one-year, pilot, community-based program in one rural district of HCMC (February 2016-February 2017). Two main aims of this innovative program are to 1) increase the proportion of community members aware of the four shared NCD risk factors and 2) increase the proportion of eligible patients screened, risk stratified and treated for diabetes and hypertension (HTN) through **a high functioning team-based model of care delivery at the commune health center (CHC) level**. The program will be implemented with the HCMC Department of Health, University of Medicine and Pharmacy, and Harvard University with funding from the Pfizer Foundation.

**Key duties and responsibilities:**

The QI (Senior) Technical Officer is responsible for guiding and mentoring QI teams and building their capacity as they implement the QI Collaborative framework. He/she will work with the Program Manager and stakeholders in 1) supporting implementation of new NCD practices through the Collaborative Improvement model, 2) the development and implementation of the team based improvement and coaching system, 3) monitoring data collection, management, analysis, and dissemination, and 3) documentation of improvement activities.

**Main responsibilities:**

- Establish a learning collaborative with CHCs through which an integrated training package in NCD, management and team-based work will be delivered
- Provides quality improvement support in the form of training, learning sessions and monthly WebEx and coaching visits, and ad hoc consultation to coaches of district and CHC staff and improvement teams  
Visits improvement teams, preferably once a month. Assesses their performance, reviews team worksheet and provides constructive feedback. Conducts quality assurance of the data/improvement indicators
- Support the development of quality monitoring and coaching system
- Develop related indicators to track project inputs, outputs, outcomes as well as quality assurance of the program
- Support the development of client management and treatment system of diabetes and HTN
- Provide training, capacity building and of the monitoring, supervision, and client management systems
- Gather high quality monitoring and supervision data routinely
- Analyze and report monitoring, supervision, and client management data. Ensure data are used effectively by the team, stakeholders timely for program improvement. Document QI efforts and success stories.

**Experience and abilities for the position:**

- Bachelor degree in public health or related fields. Master degree or medical doctor degree is a plus.
- 2-4 years of experience in working in related fields for Technical officer, and 4-7 years for Senior Technical Officer.
- Experience developing training material for capacity-building in quality improvement highly preferred.
- Experience providing technical support to public health programs in Vietnam desired.
- Familiarity with management information systems and a range of quantitative and qualitative approaches.
- Proficiency with various software applications (e.g. MS Excel, Word, PowerPoint).
- Ability to think creatively and strategically. Demonstrated ability to learn new things.
- Ability to work independently as well as in cooperation with a multi-cultural team.
- Excellent written, verbal, and organizational skills. Good at written and spoken English.
- Ability to work under pressure and meet deadlines.
- Working knowledge of budgets.

*FHI 360 offers a competitive salary and excellent benefits.*

*Please send curriculum vitae, letter of application with specify position and level you are applying for, a list of three references (we only contact your reference with your consent), copies of certificates/degrees by **January 8, 2016** to:*

**Human Resources Section, FHI 360 Vietnam  
7th Floor, Hanoi Tourist Building, No. 18 Ly Thuong Kiet, Hoan Kiem Hanoi, Vietnam  
Email: Vietnam.recruitment@fhi360.org**

*Only shortlisted candidates will be notified*