



Medical Services Pacific
Healthy Choices Transform Lives

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SCHEDULE I - JOB DESCRIPTION

Title:	Clinic Manager Suva (Nurse)
Program:	Fiji
Duration:	2 years (full time)
Location:	Suva with travel in Central, North, South, East and Western Divisions.
Reports To:	Program Manager
Technical Report:	Doctor
Languages Required:	English and either I-taukie or Hindi

Introduction

Medical Services Pacific (MSP) is a Fijian registered non-government organisation (NGO) established in August 2010 to enable Pacific women, youth and children to have greater access to quality health care services, and to build resilience among vulnerable groups who are coping with emerging environmental, economic and human security challenges.

MSP is a Rights Based **family planning agency** that believes that Human Rights awareness and the empowerment of women go together and that both are critical in ensuring individuals and communities achieve optimal Sexual and Reproductive Health services. As access to quality SRHR services is key to obtaining gender equality, reducing Violence Against Women and Girls (VAWG) and strengthening women’s capacity as providers and agents of change in the Pacific.

In Fiji, MSP provides a broad range of health care, counselling and social services, including public awareness and educational programs with a specialized focus on sexual and reproductive health. MSP has developed a comprehensive and integrated service for survivors /victims of sexual assault and domestic violence which includes emergency care, and on going medical, nursing, counselling and legal support.

MSP provides SRHR in relief and development contexts and is inclusive. MSP has specialised health teams that work with high risk and vulnerable groups (e.g. girls, youth, sex workers, vulnerable women, children at risk, sexual assault survivors, LGBTI’s (Lesbian, Gay, Bisexual, Transgender and Inter-gender) and minorities) to promote awareness and increase access to key clinical and social services. MSP is collaborative and a partner of government and works under formal Memorandums of Understanding with the Ministry of Health and Medical Services in support of the National Strategic Plan 2016-2020.

Gender based and Pro Choice

MSP is a **pro-choice rights based** international organization dedicated to ensuring individuals have the right to have children by choice (and not by chance). Therefore, MSPs primary focus is family planning, to assist women and girls to plan their futures. Gender empowerment is key to ensuring women’s access to reproductive health care on demand. Women and girls in the Pacific face a range of challenges, and MSP seeks to ensure they have access to quality SRHR services. MSP Patron: H.E. Former Head of State, Ratu Epeli Nailautikau | Executive Director: Jennifer Poole | Registered charity #877

The MSP program provides an integrated program response designed to support women and those impacted by gender and sexual violence. MSP seeks to increase information and services for women and girls and boys to reduce and end sexual violence, specifically to:

- **Increase women's access to justice** by providing information and referrals and raising awareness through outreach and public communications around women's rights to prevent Violence Against Women and Girls (VAWG).
- **Provide support services**, including a one stop shop model which provides reproductive health care services, clinical services (including HIV and STI counselling testing and treatment), family planning (including unplanned pregnancy advice, referrals and counselling, counselling and referrals for trauma and domestic or gender violence.
- **Prevent Violence** through community outreach and public education (radio and road shows) and supports policy development that seeks to transform gender norms and end VAWG

Our Strategy:

The MSP board has approved the four main objectives and accompanying strategies which together form the framework for the MSP core programs and services in the Pacific. Working with our partners in Fiji and beyond in the Pacific Island region, MSP aims to:

- 1) Strengthen health and social services for women & youth
- 2) Promote human rights, ending Violence against Women and Girls/VAWG & strengthening child protection
- 3) Promote and support healthy environments with a particular emphasis on current and potential future effects of climate change
- 4) Build resilient Pacific Island communities.

MSP employees and volunteers are expected to contribute to these four goals. Your role with MSP is guided by this job description but you will also be expected to contribute to the wider MSP development and business strategy. You will be required to understand and integrate the vision and mission of MSP; and consider our in all that you do.

This job description is a guide and other duties will be included from time to time in support of these objectives.

MSP MOTTO *Healthy choices transform lives*

The candidate will require:

Skills in Reproductive Health, Obstetrics or Gynaecology.

As the Clinic Manager you are the leader of the One Stop Shop post rape care facility in Suva. This is an integrated service for survivors of sexual and gender based violence or abuse and is specialised in the management of child cases. The One Stop Shop includes a medical doctor, a nurse, a counsellor and a lawyer. It provides all services needed by a survivor including clinical care, mental health and legal aid.

As the Clinic Manager, you will supervise and coordinate the medical staff of MSP in Fiji, this includes the two static clinics know as One Stop Shops. The CM will be responsible for ensuring that the MSP clinics in Suva and Labasa are adequately stocked and equipped and that laboratory tests and results are recorded and results and patients are followed up without delay. The clinic manager ensures that the medical program runs smoothly and that the clinics and staff are adequately supervised, stocked, equipped and supported. This also includes providing weekly data entry and monthly reports and training from time to time.

You will also provide clinical services as a Registered Nurse and will be required to undertake both mobile Clinical Outreach Services from time to time (as a cover if a nurse is away or on leave). This requires working as a field Nurse within the Mobile Clinical Outreach initiative, where in you will have a dual role of providing education, awareness and health promotion as well as providing clinical services. Our mobile outreach teams liaise with the District Medical Officers and Zone Nurses.

You will be dedicated to promoting family planning and providing contraceptives to all who request it. Other clinical services shall include post rape care, pre and post abortion care and referrals, pap smears/thin prep or VIA cervical screening, prostate cancer testing, ante-natal and post natal care, Blood tests, STI treatment and VCT services to target populations as well as general nursing support to the Outreach Doctor. In addition, to general medical duties.

MSP medical officers are dedicated to prioritizing the needs of clients and maintaining their privacy and confidentiality as per our clinical protocols and organizational policies. MSP prioritizes the needs of women and girls and ensures their access to reproductive health care. In MSP clinics, women and girls are seen to first. With the exception of emergency cases, all other patients come in sequence after the reproductive health needs of women, youth and girls are covered. We are also mindful that older women still have SRH health needs and assistance with menopause and you will be skilled in assessment and assistance for older women and familiar with hormone replacement therapies. Medical staff will also consider the needs of vulnerable groups such as those with disabilities and ensure they too have access to SRHR services.

As a MSP team member, you will be required to counsel and refer traumatised clients and those who have been sexually assaulted or abused. You will support the Doctor and ensure a chain of custody for any medical forensic evidence. MSP works in partnership with the Fiji Police Force Sexual Offences Unit. MSP also follows the Fiji Gov't protocols (Interagency Guidelines on Managing Intimate Partner Violence) and internal Policy Documents (Clinic Operations Manual and the Domestic Violence Manual) with all sexual violence or abuse cases. You will maintain confidential client records, have good administration, filing and maintain appropriate documentation.

In summary, the MSP Clinic Manager is responsible to manage the day to day clinical aspects of the service delivery, including referrals of specialized cases and follow up on patient care. You will be responsible for infection controls and maintaining high clinical standards to ensure the best care to our patients. As well as maintaining your daily clinical records and updating the online database for MSP documentation and reporting.

Reporting & Logistics

- 1) In regards to all clinical matters, you will report to the MSP Program Manager.
- 2) In regards to the coordination around project level outputs, these can be addressed with the MSP Program Manager or Outreach Manager.
- 3) Communications is critical to ensure the smooth running of the program. Please cc your line manager in key correspondence and in particular, in regards to external business correspondence.
- 4) From time to time, you will undertake mobile outreach clinical services and health awareness activities. This may require speaking to rural groups or presentations to government or other stakeholders. This may require the preparation of Powerpoint or other presentation materials or supporting briefing documents.
- 5) Maintaining the dignity and confidentiality of our clients. Our clients come first and we support their needs as a priority. When undertaking sexual assault/domestic violence/child protection or other special cases for MSP, you will be required to work collaboratively with appointed MSP partners such as the Fiji Police Force Sexual Assault Unit, the Ministry of Women, Children and Poverty Alleviation or the Ministry of Health and Medical Services or the Ministry of Education (particularly for child cases or school based incidents). Traumatic incidents may require lifelong counselling support. Our sexual assault clients often require ongoing counselling and support by our Legal Aid officer. In addition, the medical officer who provided the report, will need to testify in court and cases may take some years to get to court. Please keep track of these details and know the situation of your clients, their cases and their mental health and coordinate services in their best interests.
- 6) Stocking of Medical Supplies: You will be required to ensure that MSP teams are fully stocked with SRHR supplies including the Minimal Initial Services Package of essentials (Sphere). You will also coordinate the procurement and packing of medical kits including safe birthing kits, maternal health kits (new mothers kits), dignity kits etc. Do update your line manager in advance, so she can budget for materials, equipment or other supplies. The program manager will assist with budgets. Do order medical and administrative supplies and equipment monthly and undertake regular stocktakes. MSP policy requires a quarterly stock takes of medical supplies. There is a Requisition Form to alert management of your supply needs.

- 8) Training. We understand that medical officers and nurses require ongoing training to retain credentials. As the clinic manager, you will identify any training needs and opportunities in advance and report to your line manager for consideration for budget support. MSP does require some advance notice to obtain resources to support training requirements.

Key Performance Indicators (KPI's)

MSP has commitments to our Board, Trustees and Donors to increase SRH service provision including contraceptive prevalence annually. MSP aims to reduce maternal and infant mortality and reduce mortalities due to reproductive track cancers. Medical Staff are required to meet their Key Performance Indicators in this regard. It is critical that MSP medical team in each Division, ongoing distribution of contraception products and services. To this end, you are required to meet the following quote outlined below.

KPI's

Aim: Annual increase in contraceptive provision

Monthly Reporting and Monitoring:

20 IUD' insertions per month

20 Jadelle insertions per month

30 ECPs distributed per month

100 clinical patients/clients per week with annual increments

[# = number of]

Maternal/Child Health, pre/ante natal

IMCI (or Child Protection Cases)

Cervical Screenings undertaken

Prostate tests

Blood tests

STI Tests

NDC's services

SAR/SOU clients

Court Appearances and outcomes – Access to Justice/ending Violence Against Women and Girls

Increase in Numbers of patient referrals

Safe birthing kits, new mother kits, dignity kits distributed during relief periods

Clinics undertaken

Open clinics (e.g. Pinktober)

Returning clients/patients

Medical trainings

SRH Education sessions delivered

Other services provided

The overall framework:

The overarching responsibility of this position is **to ensure that all MSP clinical activities are implemented in a professional and responsible manner, with exceptional clinical quality; and so that the expected targets/outputs (as committed in our contracts/projects) are achieved.**

Charitable Donations

MSP aims to provide health care that is accessible, affordable and of high quality. While services are free to women, youth and girls; and the vulnerable, we encourage those who can (who are employed) to provide a donation to enable health services to be provided free to those in need. Specifically, note, that while services are free to females, donations are sought from male clients. Donations are also sought from those attending our clinics for non SRH services such as general medical, and from those who are employed.

Our commitment to building strong local teams is one aspect of sustainability. Another component involves ensuring the community and corporate groups appreciate and value the MSP health care services and feel encouraged to make charitable contributions to the organization. Corporate Donations run the charity and allow us to provide free health services to the poorest of the poor. As the Clinic Manager you shall seek, receipt and submit donations from clients and stakeholders for medical services and submit daily to the Finance Manager. A copy of any payments/donations/receipts should also be attached to the clients file. The receipt books should be kept in a locked cabinet when not in use.

Family Friendly

As a clinical Nurse for MSP, your commitment to ensuring effective clinical services delivery program will be critical to achieving project goals and benchmarks and building client and business relationships. MSP promotes a non medicalized approach to family planning to ensure services are youth friendly and approachable. MSP tries to provide a friendly and safe atmosphere (non scary) and avoids displaying sharps or medical procedures trays where the public can see them. Please keep them covered or out of sight, so as not to alarm the patient. MSP medical staff do not wear scrubs or lab coats for family planning consultations or awareness sessions. However, such work attire is encouraged when performing insertions, cryotherapy or minor surgery or for infection control routines as needed.

MSP tries to ensure we have child friendly spaces, children's activity materials and supervision to ensure children are at ease and parents are able to access our clinical services. All staff follow the MSP Child Protection policy and are trained to ensure safe spaces for children.

Key Responsibilities:

To ensure high quality clinical service for MSP patients, MSP partners and communities visited by the MSP mobile outreach team. Including the provision of family planning services, the early detection of STI's, HIV and AIDS and STI's or abnormalities leading to Cervical Cancer, maternal and child health, adolescent health, and NDC referrals.

- Leading the MSP medical team, and working collaboratively with the MHMS, DMO's, Zone Nurse, and other Medical Practitioners provide quality nursing care in the sectors of Sexual Reproductive Health, Maternal and Child Health, Obstetrics Care and general nursing:
- Manage the Suva Clinic
- Supervise the MSP Medical Team, facilities and services.
- Promote family planning and access to SRH for youth, girls, women and vulnerable groups.
- Promote reproductive cancer awareness and undertake cervical screenings as needed
- Ensure the highest level of infection control and clinical standards
- As part of the clinical outreach team, support education and marketing strategies to increase access of sexual reproductive health products and service to target populations
- Participate in community education and awareness sessions
- Prepare, pack and check medical supplies for Mobile clinics
- Engage with those who can afford to give to charity, (and request donations from clients who are gainfully employed) to support the provision of quality free SRH services by MSP.
- Support clinics in Labasa and Nadi as needed
- Other duties as directed by management to achieve MSP Strategic Objectives

THE MAIN DUTIES OF THIS POSITION ARE:

- Guide and Lead the MSP Health Program.
 - Contribute as a team member, working in both clinic and outreach clinics as needed.
 - Manage the Suva Clinic
 - Promote family planning and support pro choice options for clients.
 - Travel with the clinical outreach team to target areas to provide quality sexual and reproductive health services and general medical services
 - Ensuring sufficient medical supplies are ordered and packed ready for Outreach
 - Do monthly mini stock take, and quarterly and annual full stock takes
 - Attending to clients including completion of registers, filling record book, checking medical history, ensuring that all relevant results have been received for doctors review (USS, blood tests, etc.) and observations provided.
 - Comply with MSP Policies and Procedures, particularly the MSP Clinic Operations Manual and the Reproductive Health Policy and Confidentiality Policy.
 - Maintain rigorous infection control protocols and also ensure you are able to sterilize in mobile clinical outreach clinics.
 - Record bookings for clients requesting to be seen by the doctor,
 - Use the MSP Calendar for client bookings to alert others in MSP when the clinic is busy
 - Ensure records are up to date and filing is done
 - Provide essential nursing assistance to the doctors, according to the needs of the client
 - Provide effective referral services to clients, including scheduling follow up actions.
 - Ensure swift follow up on Laboratory results for clients as per our guidelines.
 - Establish a good working relationship with MHMS Nursing Stations to complement each other in providing SRH information and services
 - Monitor and confirm test results are received by clients and check if clients need counselling support.
 - MSP medical patients should be offered access to free counselling.
 - Seek to reduce NCDs as well as communicable diseases
 - Support sexual assault survivors as per our protocols and provide escort (if required) when referred. Maintain patient confidentiality as a priority for Sexual Violence survivors.
 - Ensure there are 2 adults present when assisting or treating children
 - Assist the Doctor and Counsellor with any client
 - Monitor security and call for assistance if there is a risk
 - Maintain confidentiality protocols for clients
 - Maintain equipment (e.g. autoclave)
 - To ensure implementation of MSP standards at all times
 - Ensure regular and daily upload of data in the MSP reporting system.
 - Provide monthly report to your line manager and both, check to ensure, client numbers are accurate and that records and supplies match
 - Re-order supplies and maintain equipment in serviceable and good working order.
 - Ensure you pack and unpack and sterilize and launder linens after outreach
 - Maintain a tidy and clean working environment at all times
 - Supervise, monitor and assist the MSP cleaner to ensure the clinic and medical equipment and furniture's, surfaces and settings are disinfected and free of disease or hazards – maintain infection controls.
- When in Outreach:
- Work with the Outreach Team Leader. As needed, liaise with community leaders and organizations as needed to maintain an effective communication channel between MSP and the community and partners for the delivery of health care services and information.
 - Identify village health workers who are trained as community based workers and Youth Peer Educators or are willing to be trained.
 - Promote healthy choices (good nutrition, reducing substance abuse among youth)
 - Other duties as directed by management to achieve MSP Strategic Objectives

Other Responsibilities

MSP Patron: H.E. Ratu Epeli Nailatikau, The Former President of Fiji | Executive Director: Jennifer Poole | Registered charity #877

General

- Maintain professional standards at all times
- Dress appropriately for community work in rural settings or for clinical work
- Support the administration and logistics of projects, including clinical outreach, public events (e.g. health fairs) as needed
- Participate actively in team planning, team trainings, events, meetings and workshops
- Attend MSP management and coordinating meetings as requested
- Ensure you maintain relevant linkages to technical supervision and training.
- Maintain medical skills, and ensure compliance with latest SRH policy and skills
- Follow and advise on ground breaking initiatives in women's health care specifically gynaecology, reproductive health and family planning.
- Indemnify yourself and MSP from suit pertaining to any consultation, intervention or surgery
- Maintain your registration as Nurse in Fiji
- Maintain a clear police record
- Follow the directions of line management
- Follow strict protocols around media and communications
- Be flexible and willing to identify and response to gaps and opportunities
- Be neutral at work, with clients and in public discourse (e.g. non political and non religious)

Support the MSP Doctor/s to provide:

- Reproductive and Maternal Health Care Services
- Gender Violence and Sexual Assault – Medical Services
- Clinic Management and Medical Coordination in Outreach
- Paediatrics

Related Policies and Manuals of Procedures

- MSP Clinic Operational Manual
- MSP Sexual Reproductive Health Manual
- MSP SRH Policy
- MHMS Guidelines on Intimate Partner Violence
- MSP Human Resource Manual (Confidentiality, GESI, Communications)
- MSP Child Protection Policy
- Fiji Child Protection and Interagency Guidelines on Child Abuse
- Family Planning A Global Handbook for Providers 2011 update
- MHMS SRH Plan and SRH Guidelines
- WHO - Various Guidelines

PERSON PROFILE

Qualifications: A Registered Nurse – with approval to work in Fiji

Specialty: - Sexual Reproductive Health, Women Health, Gynaecology, Maternal Health or Paediatrics. (Expert in SGBV, abuse and sexual assault cases).

Essential Skills:

- Ability to communicate well in English (Oral and Written)
- I-taukie or Hindu language skills
- High computer literacy
- Database expertise (Google drive)
- Highly developed communication skills (and email)
- SRH Experience. Certified to provide IUD, Jadelle
- Trained in VIA cervical screening
- Ability to manage and prioritise a demanding work load
- Ability to work under pressure.
- Ability to work with sensitive issues
- Commitment to confidentiality
- Commitment to human rights
- Commitment to good health and to the health of others
- Understanding of the situation of charity work

Attitudes and Motivation:

- Desire to apply strong management skills to achieve social outcomes.
- Committed to human rights, reproductive rights and gender equality
- Supportive of MSP philosophies (e.g. pro-choice and universal access, gender equality).

Previous Experience:- **Minimum 5 years Clinical experience (desirable)**

- Family Planning and service management with good contraceptive knowledge and skills (e.g. trained to insert IUD's, implants and injectables).
- Sexual Reproductive Health Background
- Pregnancy counselling (pre and post natal care)
- Knowledge/experience of cervical screening, including VIA and cryotherapy
- Knowledge of permanent sterilization methods such as vasectomy and Tubal Ligation desirable.
- Experience working in women's health, adolescent health maternity, gynaecology or reproductive health
- Experience with public health principles useful
- Self manager who can meet project targets

Remuneration:

Remuneration will be paid on fortnightly basis unless otherwise agreed. The contract will be for a specific period. Full time contracts are subject to an annual renewal.

The Nurse is expected to work both in the clinic and in mobile outreach. You will coordinate with the Doctor and other medical staff to ensure the clinic remains open during business hours. The MSP Suva office is open at 8.30am. The clinic should be open from 9 to 5pm or as needed. Some group bookings may choose a private confidential after hours appointment. From time to time, additional hours maybe required after 5pm or on weekends due to workload. In addition, there could be an emergency after hours (such as monitoring a delivery, responding to a sexual assault or responding to disaster or epidemic) under our MOU with our partner agencies. MSP does not pay overtime, instead it offers a Time In Lieu of Overtime (TILO) policy (explained in our HR manual).

Contact:

MSP Program Manager. Please email CV and covering letter to info@msp.org.fj
END