On Call Africa (OCA)
Quality Improvement (QI) Reviewer

Type of role: Resource Development
Location: Remote, Homebased
Commitment: Ad hoc depending on resources developed
Start date(s): As required

Accountable to: Project and or QI lead
Application closing date: As soon as filled

Role Overview

Quality Improvement Projects (QIP) including, COVID-19 Community Guidelines, Medical Protocols for Volunteer Doctors, and a Community Health Worker Training Curriculum have and continue to promote quality improvement and support change focusing on the delivery of healthcare at team and system level that will lead to better community outcomes, performance, personal and professional development.

Quality Improvement at OCA allows for systematic and continuous actions that lead to measurable improvement in health care services and patient outcomes. We'd like to think that our QIPs help to achieve a better experience of care, improve clinical effectiveness whilst improving efficiency and productivity, demonstrating improvement and above all else an organisation that listens and learns.

The role of QI Reviewer is to critically review resources that have been developed by OCA and provide feedback on their suitability for use within a Zambian setting, by Zambian health care staff and Zambian Community Health Worker Volunteers.

Role Duties of a QI Reviewer
1. Participate in document review activity and discussions where required
2. Provide feedback on resources that have been assigned for review
3. Maintain confidentiality of resource content during development and review
4. Attend organised volunteer training and actively participate and contribute feedback to inform organisational learning
5. Adhere to OCA volunteer policies and procedures, including safeguarding

Skills and experience
Essential:
- Excellent communication skills
- Enthusiasm with ability to manage own time effectively.
- Ability to work independently without close supervision.
- Competent IT skills, including the use of Microsoft Office