



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

- Participate in document review activity and discussions where required
- Provide feedback on resources that have been assigned for review
- Maintain confidentiality of resource content during development and review
- Attend organised volunteer training and actively participate and contribute feedback to inform organisational learning

- 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 Packages

Personal Qualities:

- Ability to adjust and adapt easily to a new environment, culture, and situation; address multiple challenges and be able to work without much supervision
- Strong interpersonal skills and suitable character to work in a slow-paced environment which can be bureaucratic (requiring patience and tenacity)
- A team player and able to work alongside their local colleagues in the spirit of partnership

Personal Considerations

If you have a significant current or past medical condition or you have general concerns about staying healthy as a volunteer. You may wish to discuss this in confidence with OCA before you apply for this role, in this instance please contact pete@oncallafrica.org