



On Call Africa (OCA) Quality Improvement (QI) Champion/Lead

Type of role: Resource Development

Location: Remote, Homebased

Commitment: From 1hr per month

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 Champion/Lead Volunteer will challenge you to consider offering solutions alone and in collaboration. It is for those who wish to use the opportunity to develop their QI and leadership skills, so that they will be well placed in the future to lead on QI and disseminate QI learning and ethos.

QI Champions/Leads identify new and support existing QIPs. Flexibility is offered to the QI project depending on the interests and experience of the individuals involved. QI Champions may choose to lead on a QIP project with other colleagues and members of staff within OCA. QI Champions and Leads will also be encouraged and supported to present projects at conferences and events.

Role Duties of a QI Champion

- Participate in online discussions and virtual meetings regarding assigned QI Project
- Complete actions that have been assigned during discussions and meetings
- Maintain confidentiality and a desire to succeed with the various challenges that the role presents
- Represent the organisation as ambassadors at conferences and events
- Attend organised volunteer training and actively participate and contribute feedback to inform organisational learning
- To ensure that all activities undertaken on behalf of OCA, externally or internally, are executed in accordance with the overall aims of the organisation and in line with our policies and procedures, including Safeguarding.

Additional Duties of a QI Lead

- Coordinate project activity ensuring actions are disseminated fairly
- Organise and facilitate online discussions and virtual meetings
- Ensure project group is kept informed regarding project developments
- Review project activity and liaise with OCA colleagues as required

Skills and experience

Essential:

- Excellent communication skills
- Good relationship management skills
- Proven ability to work flexibly as part of a small team
- Enthusiasm with ability to manage own time effectively.
- Ability to work independently without close supervision.
- Excellent organisational and record keeping skills.
- 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