



On Call Africa (OCA)

Type of role: Systems' Change in Rural Healthcare- **Quality Improvement & Implementation Volunteer**

Location: Zambia, Livingstone with travel to Rural Health Posts

Duration: 4 months, 7 months or 12 months

Application closing date: As soon as filled

Interview date: As soon as possible

Start date(s): Various throughout year (usually late January, April, August)

About OCA

Our Mission

To support the development of strong and effective rural health systems in Zambia's Southern and Western Provinces

Our Vision

Improving access and quality of healthcare in rural Zambia

Our Values Vision

We are inclusive

We are collaborative

We are honest

We are ambitious

OCA's objective is to support local systems in strengthening the access to healthcare by working at a national, provincial, district and local level.

OCA's main areas of project work in Zambia are:

1. Model Health service packages for Rural Health Posts
2. Improve WASH in Rural Healthcare Facilities
3. Strengthening community based volunteer programmes.

This volunteering opportunity is part of the [Model Health Facility](#) project with specific [timelines](#) and phases. This new way of working ideally supports medical experts and public health experts to team up together.

The Role

Over the next three years, we will work with local partners to develop scalable model health service packages in the rural health posts in Zimba, Kazungula and Livingstone District. One of the objectives is to identify how existing standards of practice can be enhanced to improve access to quality healthcare.

We'd like to see standardised assessment tools and the development of plans to increase quality care for each facility.

Currently we are working in Kanyanga but are looking to expand to Chalimongela, Simonga and Chinkozya.

As a Quality Improvement and Implementation Volunteer you are part of Phase 2 of the project and follow on from the work that Health Needs Assessment Volunteers have done. You will be part of developing and delivering capacity building activities and training to Community Based Volunteers and implement projects related to our health needs assessments. This could be anything from providing guidance in activities such as water systems, sanitation and/or rural transport infrastructure as well as medical elements. The role has a medical focus so we are looking for a doctor who can support this phase of the project. However, depending on the outcomes of the health needs assessment (HNA) we are also looking for allied healthcare professionals and other technical experts. These areas of expertise will be confirmed once the HNA phase is completed. This role requires creative thinking as well as excellent people skills.

Volunteers are based out of OCA's property in Livingstone and one of the Rural Health Posts in Kanyanga (and in future in Chalimongela, Simonga and Chinkozya) and attend team meetings as arranged.

OCA also asks volunteers 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.

Skills, qualifications, and experience

Essential:

- Have a medical qualification (MBBCH, MBCHB, MBBS, BM or equivalent)
 - A current medical license to practice from country of origin (Candidate must also qualify for licence in Zambia)
 - Completion of foundation year two (FY2) prior to departure
- OR have a public health professional with 5 years of working experience.
- Systems Change experience due to complex workload
- Technical experts (specific areas dependent on the HNA)

Desirable:

- Good communication, interpersonal skills and creative thinking.
- Presentation and training delivery skills.
- Being able to work independently, using own initiative and being comfortable to drive work forward with minimal supervision.
- An understanding of Population Health
- Train the trainer qualification or coaching experience

Recruitment process:

Application form, interview, references, DBS checks.

(For doctors- there are some extra checks to make sure they are ok to practice in Zambia.)

What volunteers can expect from OCA in return for their time:

- Ongoing support and guidance through the Zambian team and UK team.
- Treat volunteers with respect, consideration and appreciation.
- Update volunteers how their work has impacted on the local community.
- Listen to your comments and feedback.

Personal Qualities:

- Ability to adjust and adapt easily to a new environment, culture, and situation; address multiple challenges and be able to work independently.
- 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

Affiliated costs: £1,200 (incl. accommodation, in country transport, logistical support in UK and Zambia); Please note that flights, visas, insurance, vaccination and food provision are at the cost of the volunteers

We encourage volunteers to fundraise to generate all or some of these costs.

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 michaela@oncallafrica.org