

Job Vacancy Centre Manager- Takhmao – Siem Reap

The **Centre Manager** is responsible for effective and efficient operations of a Marie Stopes Clinic. This role will oversee the day-to-day aspects of centre operations and to work with Marie Stopes support office to implement organizational strategies at the centre level. With a focus on quality, client centred care, business efficiency and sustainability, the Centre Manager will ensure compliance with all MSI standards and guidelines and facilitate high quality SRH service provision to existing and new clients in the community.

The Centre Manager is required to work with an assigned doctor and clinical quality team members at Marie Stopes Support Office to effectively handle any incident/emergency arrangement when and as required.

Job Title:	Location:	Reporting to:	Probationary Period:
Centre Manager	MSIC's Clinics – Takhmao, Siem Reap	Manager of Centre Operations	3 months

Marie Stopes International is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services they provide give a woman the power to choose when she has children so that she's free to pursue her plans and dreams for herself and her family. Marie Stopes International Cambodia (Marie Stopes) was established in 1998 and operates 7 reproductive health clinics, clinical outreach services, a call centre to provide information to clients and provides technical support to numerous public and private partners. In 2018, Marie Stopes provided services to approximately 70,000 women and men in Cambodia. A key responsibility of this role is to further **Marie Stopes' Vision: A world in which every birth is wanted** and its **Mission** of ensuring the individual's right to: **Children by choice, not chance**.

It is a role requirement that the job holder must fully comply with, promote and live **Marie Stopes' Core Values**:

Mission Driven	Client Centred	Accountable	Courageous
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Key Responsibilities

- Provide overall leadership and manage centre team to carry out day-to-day clinic activities and service delivery;
- Provide technical advice to providers to ensure client's care and treatment complies with MSI protocols and national guidelines;
- Establish and maintain effective, healthy working relationship between centre team and support office team; and with them develop Annual Centre Plans which include KPIs, quality improvements, marketing strategy and activities, and budget;
- Ensure consistent high clinical quality service/scoring and effectively facilitate routine quality assessments; ensure all findings are acted upon;
- Supervise team members and ensure the duties of all staff are being executed professionally as per respective Job Framework; and conduct performance appraisals for all team members and retain accountability of all team members within the clinic team;
- Manage operational hours and roster system to accommodate days with high client volume and ensure that centre operations are not disrupted
- Ensure client files are handled and stored in a confidential manner; and all client consent forms are completed before all required procedures;
- Ensure accuracy and timeliness of data in the Client Information Centre (CLIC) and that all data quality standards are met;
- Ensure materials and instrument/equipment are well maintain and cleaned regularly and infection prevention guidelines are adhered to;
- Submit the all required reporting, especially month end, on time and to high standards;
- Take necessary steps to ensure that risk to all MSIC's assets in the clinic are minimised, and that the clinic building is maintained in a sound and secure way
- Hold effective monthly centre team meetings to monitor progress towards KPIs and action plan implementation
- Conduct weekly analysis of performance and raise any issues in meeting monthly and annual KPIs with Head of Centre Operations
- Taking responsibility for costs to be contained with the approved budget. Striving for income from services to meet or surpass budgeted forecasts;
- Develop and implement stakeholder engagement strategy and establish partnerships to promote MSIC's services;
- Develop and implement the marketing plans to increase interest and uptake on MSI's core services and achieve centre KPIs; Continuously appraising client trends and the effectiveness of activities
- Manage relationship with government counterparts included PHD director, OD/ RH directors and other health staffs and be a representative of Marie Stopes with any stakeholders meeting or forum

Qualifications/Skills and Experience:

- A bachelor degree or equivalent experience in business management or Medical Doctor Practitioner or relevant field is required
- Fluent in Khmer both oral and written (high level)
- Able to communicate in English oral and written (medium level)
- Experiences in business administration, management, social marketing or related area is preferable
- Experience in health-related field is desirable and in sexual and reproductive health is an advantage
- Experience managing a medical team performing quality clinical services is an advantage
- Computer literate including, Word, Excel, Power Point, Email & Skype.
- Excellent Interpersonal and communication skills
- Pro-choice and fully supportive of MSI mission of Children by Choice, not Chance)
- Be proactive and lead by example
- Accountable and honest
- Strong self-motivated and take initiative

This role is a great opportunity to contribute your skills and commitment to a rewarding project in an emerging health sector of significance.

A competitive national salary will be offered to the successful candidate.

We are committed to Child Safeguarding and Protection from Sexual Exploitation and Abuse. Please note, appointment to this position is subject to the outcome of background checks. We are an equal opportunity employer and women are strongly encouraged to apply.

Please visit <http://www.mariestopes.org.kh/Career> or contact our Human Resources Team for a detailed job description. Interested and qualified candidates should send applications (CV and a cover letter) to hrd@mariestopes.org.kh or alternately via post to: **Marie Stopes International Cambodia (MSIC) Head Office, Address: Phnom Penh Centre, Building F, 1st Floor, Sothearos Boulevard, Sangkat Tonle Basac, Khan Chamkarmorn, Phnom Penh, Tel: 023 994 082/083.**

Only short-listed candidates will be contacted. Closing date for applications is **15th August 2020.**