

**Position: Quality Assurance Manager**

**Location: Kampala, Uganda**

### **About StrongMinds**

**StrongMinds** ([www.strongminds.org](http://www.strongminds.org)) is an INGO that treats depression in women and adolescents in low-income communities in sub-Saharan Africa. Our rigorously tested group talk therapy model is delivered by trained lay community members, enabling us to rapidly reach tens of thousands of people each year. Since our founding in 2013, we have restored mental health to more than 170,000 women and adolescents in Uganda and Zambia. We are the only organization scaling a proven, cost-effective solution to the depression epidemic in sub-Saharan Africa.

### **About StrongMinds Uganda**

**StrongMinds** Uganda (SMU), is a non-profit, non-governmental organization (Registration No.S.5914/11746) situated at Plot 30, Luthuli Rise Bugolobi, PO Box 35874, Kampala, Uganda. SMU's mandate is to improve the mental health of women in Uganda by implementing a simple, evidence-based, and cost-efficient model of group talk therapy, based on group interpersonal psychotherapy (IPT-G).

SMU has field presence in Lamwo, Kotido, Mbale, Wakiso, Mayuge, Mbarara, Mukono, Kampala, Iganga and Bugwere districts. SMU services can also be accessed virtually via \*252# and select option 10 for free counseling over the phone.

### **Job Description:**

The Quality Assurance (QA) Manager will be responsible for managing and implementing the quality management and quality improvement programs at StrongMinds Uganda. He or she will ensure compliance, quality, and related policy development in accordance with SMU's vision, mission, and objectives and that programs are implemented at the highest standards and clients receive the highest level of care. The QA Manager will also be responsible for monitoring and updating program delivery policies and procedures to ensure regulatory changes are integrated in practice.

### **Key Areas of Accountability:**

#### **Quality Assurance Management**

- Develop, implement, and oversee quality improvement to ensure delivery of the highest quality client care, optimal client flow, provider productivity and continuity of care.

- Develop a conceptual framework for quality measurement and improvement activities across SMU program sites. Summarize findings in the annual Quality Improvement (QI) Plan.
- Support risk minimization within the organization, which includes ensuring compliance with SMU Program delivery policies and standards, IPTG standards and procedures, as well as associated health, safety, and regulatory requirements.
- Manage and oversee Quality Assurance Assistants.
- Coordinate with the Head MERL to develop QA audit systems. Analyze data and develop reports, as required, in conjunction with the QI Reporting calendar and for continued recognition through SMU programs and activities
- Support the organization and implementation of IPTG care improvement efforts.
- Monitor and track organizational performance as it relates to meeting IPTG standards, and grant requirements.
- Work with the Head MERL to develop new or update existing clinical outcome measures, protocols, policies, and procedures to ensure compliance with policies through a peer review process.
- Investigate and act, in conjunction with the Head MERL, on matters related to compliance, including coordinate internal investigations and any resulting corrective action with all departments, contracted vendors, etc.
- Develop and review policies and programs that encourage managers and employees to report suspected fraud or other improprieties.
- Participate in long-range planning including the evaluation of patient satisfaction, current services, and programs to increase, and market services to the community and to position SMU for change and growth.

### **Stakeholder Engagement**

- Building program supervisor QA research capacity through appropriate methods (e.g., peer-to-peer, distance and face to face / hands-on support; and sharing useful QA tools).
- Contributing to bi-annual plans and reflection processes as they relate to QA.

### **Communication**

- Communicate quality standards and parameters to QA team, service development team, and other appropriate staff.
- Produce reports on QA findings and prepare presentations as required.
- Provide the Head, MERL with management information as required.
- Check that priority QA issues are discussed in appropriate forums and in a timely fashion in terms of implications for future action. If necessary, create such discussions to fill any gap.
- Perform other duties as may be assigned by the Head, MERL.

**Education:**

Bachelor's degree qualification in Social Sciences, Development studies, Quantitative Economics, Statistics, Population Studies, Public Health, or another related field. Related Postgraduate degree or equivalent, with a strong understanding of different QA concepts and approaches

**Experience, Knowledge, Skills, and Behaviors:**

- 5-8 years with supervisory experience
- Fluency in statistics, statistical programs, and root cause analysis
- Well versed with qualitative research skills
- Proficient report writing skills
- Experience with PFMEA (Process Failure Mode Effect Analysis) (desirable)
- Conducting / managing program QA processes in NGOs
- Demonstrated effectiveness in the realization of performance objectives and previous experience in performance-based evaluations.
- Understanding of clinical quality guidelines, compliance, and policy development.

**Competencies:**

- Strong level of confidentiality due to the sensitivity of materials/information handled.
- Computer literacy.
- Excellent written and oral communications skills.
- Good organizational skills and ability to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Written and verbal communication and problem-solving skills.
- Ability to work as a liaison with clients, government agencies, grantors, partners, and other stakeholders to coordinate quality measurement and performance activities and possess the ability to communicate with people from a variety of socioeconomic and cultural backgrounds.
- Ability to prioritize, organize, carry out work assignments independently and efficiently and can work independently and be self-directed and flexible.
- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to build and motivate teams with demonstrated leadership and facilitation experience.
- Ability to work collaboratively.
- Ability to communicate effectively with Senior Management Teams, Providers, and all staff.
- Reflective, and willing to learn from experience
- Flexibility.

- Willing to adhere to our Gender and Safeguarding policies.
- Willing to travel.

**Languages:** Excellent written and spoken command of English.

**The successful Quality Assurance Manager will also be expected to embrace and role model the core values of StrongMinds:**

- We are people focused.
- We think big and act fast.
- We are data driven.
- We do what we say and say what we do.
- We believe in collaboration, not competition.

**COVID-19 considerations:**

StrongMinds strictly adheres to all CDC guidelines for Covid-19 protection.

**To Apply:**

Send résumé and short cover note to [careersug@strongminds.org](mailto:careersug@strongminds.org) mentioning “**Quality Assurance Manager**” in the subject line.