



# INTEGRATE HEALTH

## **Fellow, Continuous Quality Improvement**

### **Job Description**

**Location: Kara, Togo**

**Duration: 12 months (with possibility of extension)**

### **The Role**

Are you a bilingual (French/English) clinician with a passion for continuous quality improvement? Do you naturally gravitate toward coaching and mentoring those around you? Are you comfortable facing challenges and exploring innovative solutions? If so, you might be our next Fellow. Integrate Health seeks an experienced colleague with a relentless vision of creating a more just and equitable world for patients, providers, and communities. Integrate Health is looking for a health care professional with quality improvement expertise who is eager to pursue a unique opportunity to strengthen the delivery of primary healthcare in northern Togo.

The Fellow will work alongside Integrate Health's Medical Director, Program Director, Monitoring, Evaluation and Quality Improvement Director, Quality Assurance Officer and colleagues on the Ministry of Health Regional and District Health teams to identify opportunities for improvement and to put in place systems to guide continuous quality improvement initiatives. The Fellow will be seen as a coach to foster capacity and skills of those around her/him. The Fellow will report to the Integrate Health Country Director and be supported and mentored by Integrate Health's Co-Founder and Senior Advisor, Dr. Kevin Fiori, based in NYC, and Senior Director for Monitoring, Evaluation, Research and Learning, Dr. Amanda Singer, based in SF. Compensation is competitive and will be determined based on a combination of factors, including level of experience and the cost-of-living in Kara, Togo. The salary range for this position is budgeted between \$60,000 and \$100,000 USD per year plus benefits.

### **About Integrate Health**

Integrate Health (IH) is a rapidly growing global health organization working to serve remote communities in West Africa and New York. We believe that access to healthcare is a human right, and we are committed to making this a reality in the countries in which we work. Integrate Health works alongside governments and the local community to implement and study an integrated approach to strengthening primary healthcare delivery in order to achieve universal health coverage. By integrating professional Community Health Workers with improved care in public clinics, this approach creates a patient-centered health system that is accountable to the community and dramatically reduces mortality in severely resource-limited settings. For more information on Integrate Health, please visit [www.integratehealth.org](http://www.integratehealth.org).

### **Your Contribution**

The Clinical Fellow will be expected to fulfill the following responsibilities:

- Complete an initial orientation period focusing on needs assessment that includes: listening sessions with key stakeholders (IH, community and the MOH), assessing existing systems (reviewing protocols, tools and key outcomes), and facilitating the identification of opportunities for system improvements alongside IH and MOH colleagues
- Bring new ways of thinking and innovative ideas for improving the quality of patient care, reducing harm, and patient-centered outcomes that can be adapted to Togo context
- Support the team in place to pursue strategic projects with metrics tied to strategic organizational goals
- Identify opportunities for colleagues to deepen their knowledge in quality and improvement science
- Teach, coach and mentor colleagues on how to lead system changes in quality, and culture, including how to engage, influence, and impact culture change

### **What Are We Looking For?**

- Fluency in English and French required
- Experience leading quality improvement initiatives strongly preferred
- Experience in Africa, especially West Africa preferred
- Individuals who can bring new perspectives to the organization (recruiting for culture add rather than culture fit)
- Must have completed health professional training (MD/DO/PA/NO/RN degree required)
- Must have formal quality improvement (IHI, Six Sigma, Lean, etc.) training and experience using methods
- Must have clinical experience caring for patients in either inpatient and outpatient setting
- Preference for candidate with statistical process control and process capability training

### **Success Profile**

IH values include efficacy, empowerment, commitment, transparency, and respect. IH expects that the Clinical Fellow will model and embody these values and will have the following characteristics:

- Diplomatic and humble learner with the ability to listen
- Growth mindset and lifelong learner attitude
- Excellent interpersonal and communication skills (written and spoken), with demonstrated ability to earn respect of colleagues and partners from diverse backgrounds
- Experience in quality improvement in the public sector or at a not-for-profit organization preferred
- Must be extremely detailed oriented, organized, and efficient
- Must be committed to social justice and to the fundamental rights of all humans

### **To Apply**

Please submit a resume and responses to the three questions below to [info@integratehealth.org](mailto:info@integratehealth.org) with Clinical Fellow in the subject line.

1. Why are you interested in this position?
2. What is one reason you think you'd be a good fit for this position?
3. What is one strength you would bring to this position?

Please keep total question responses to a maximum of one page. The application deadline is rolling. Interested applicants are strongly encouraged to apply as soon as possible. Estimated start date July 1 2021 (can be flexible).

### **Our Values**

Integrate Health is committed to being an anti-racist, anti-sexist, anti-neocolonial, and pro-equity organization. We acknowledge that this is an ongoing process and that we will always have more work to do to identify, unpack and interrupt the ways dominance shows up in our organization and our sector. You can read more [here](#) about the work we have undertaken to date. Integrate Health was founded as a response to what we perceived as failures in the aid community to do what was right. Integrate Health undertakes the hard work of engaging communities and tackling hard and structural challenges in healthcare, all in a way that is led by local leaders. We place a high value on diversity and the benefits that come from having employees with a wide variety of backgrounds and experiences. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. Applicants of color and women are strongly encouraged to apply.

### **Hiring Process**

The hiring process will include the following steps:

1. Review submitted applications
2. Conduct 20-minute screening interviews for shortlisted candidates
3. Request that shortlisted candidates submit a practical assessment (designed to take no more than two hours to complete)

4. Conduct skills-based interviews for 3-5 candidates
5. Request references
6. Conduct final interview if necessary
7. Make offer

Only shortlisted applicants will be contacted, but candidates who proceed to step 2 will be notified if they are not chosen for step 3.