Senior Director, Monitoring, Evaluation, and Quality Improvement (MEQI)

Location: Remote (US)

The role
Are you an experienced monitoring and evaluation professional with a passion for global health equity? Do you have experience building MEQI strategy and driving quality/process improvement projects to strengthen programs? If so, you may be our next Senior Director of Monitoring, Evaluation, and Quality Improvement. Reporting to the Chief Executive Officer and working closely with senior staff in the US and Togo, West Africa, you will have the opportunity to play an important role in growing a high-impact social justice organization. Your technical expertise, growth mindset, collaborative teamwork, high level of attention to detail, and clear communication skills will be critical to advancing the mission of Integrate Health to achieve universal health coverage in Togo, West Africa.

Compensation is competitive and will be determined based on a combination of factors, including level of experience. The annual salary for this position (if based in the US) will be between $100,000 and $120,000.

About Integrate Health
Integrate Health (IH) works alongside governments in West Africa, Togo, and the local community to implement and study an integrated approach to strengthening primary healthcare delivery in order to achieve universal health coverage. This approach integrates professional community health workers with improved care in public clinics, creating a patient-centered health system that is accountable to the community and dramatically reduces mortality in severely resource-limited settings. IH has developed a primary healthcare approach that works, leveraging community health workers and improved care in public sector clinics to deliver better health outcomes and strengthen national healthcare systems. Having demonstrated our approach in a catchment area that serves 200,000 people, IH is supporting the Government of Togo in its efforts to achieve universal health coverage. IH is developing plans to expand scope of impact both within Togo and in a second West African country. By 2027, IH aims to intervene in two to three countries in West Africa, to directly serve more than 500,000 people, and to support governments to scale effective innovations to over 10 million. For more information on Integrate Health, please visit www.integratehealth.org.

Integrate Health offers a generous benefits package including:
- Aetna health, vision, and dental insurance.
- 401k retirement plan with employer match up to 3%.
- Minimum 20 vacation days/year plus office closed between Christmas and New Year’s Day.
- 10 days of sick leave.
- 12 weeks of fully paid parental leave (pertains to birth or adoption) after first 12 months employment.
- 16 hours of paid leave each year to participate in volunteer programs.
- Other benefits offered: Travel insurance, shared office space, need-based salary advances, flexible hours, professional development opportunities.

Your Contribution
1. Monitoring, Evaluation, and Quality Improvement
   - Solicit input from staff, advisors, and partners to develop and implement a comprehensive multi-year MEQI strategy for Integrate Health
   - Identify priorities and opportunities for monitoring, evaluation, and quality/process

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improvement activities to inform improved access to care and continuous quality improvement.

- Ensure alignment of MEQI activities in advancing the use of data for improvement.
- Foster learning health organization approaches and help build a culture of using data to drive improvement.
- Contribute to ongoing resource mobilization for data strategy activities.

2. Technical leadership and MEQI project oversight

- Lead implementation of organizational learning approaches.
- Enable the creation of information loops and processes for operationalizing the use of data for quality improvement.
- Develop processes for the prioritization of data analysis and use.
- Provide technical guidance on the triangulation of diverse data sources for decision-making and quality improvement.
- Support ongoing efforts to strengthen data collection, data management, and analysis.
- Ensure close coordination with Research team members and partners, liaise with the Research team and partners to foster the integrated use of MEQI and research data.

3. Develop MEQI partnerships and dissemination strategy

- Develop and maintain partnerships with academic researchers and MEQI professionals in the US and Togo to provide technical support and guidance.
- Oversee dissemination strategy and activities to share lessons learned across US and Togo with diverse stakeholders (community members, implementers, policy makers, MEQI community).
- Manage global level dissemination activities, including in-country presentation of results, peer-reviewed publications, and conferences.
- Liaise with project partners, funders, government partners, policymakers, and other key stakeholders, and represented IH at external conferences and events as requested.

4. Capacity building

- Supervise, mentor, and provide technical guidance to MEQI team members on quality/process improvement, data analytics, and knowledge translation. Carry out regular check-ins with country office MEQI staff to ensure progress.
- Support the capacity to use data in Togo through in-country partnerships and technical assistance.
- Participate in and support national efforts to strengthen DHIS2 as requested.

What are we looking for?

- English fluency required; French proficiency required
- Bachelor’s degree or equivalent experience
- Minimum 10 years of experience in relevant field, such as designing and implementing M&E strategy, data systems, quality improvement/process improvement projects in low-income countries
- Knowledge of principles and current approaches to MEQI using quantitative and qualitative methods
- Excellent oral and written communication skills
- A deep commitment to anti-racist, anti-sexist, anti-neocolonial ideals

What will get us excited?

- Work experience working for non profit organizations in West Africa
- Masters or PhD in public health, social sciences, biostatistics, international development, public policy or other relevant field
- 12+ years of MERL experience, 4+ years of management experience
• Experience with digital health (DHIS2, mobile health applications)
• You are self-directed and able to identify and act on opportunities for improvement

Success Profile
IH values include efficacy, empowerment, commitment, transparency, and respect. IH expects that the Senior Director MEQI 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 leading MEQI initiatives for/within a global health organization
  • 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 in no more than one page to info@integratehealth.org with Senior Director Monitoring, Evaluation and Quality Improvement 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.

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 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.