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## Pro Mujer Position Description

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<b>Position Title:</b>	Clinical Quality and Health Promotion Manager
<b>Reporting To:</b>	Deputy Director of Global Health
<b>Location:</b>	Lima, Perú, México City, México, Santa Cruz, Bolivia / flexible

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## ABOUT PRO MUJER

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Pro Mujer is a leading women's development organization and a mission-driven social enterprise that harnesses the power of innovation to drive transformative, sustainable ideas to scale. Pro Mujer empowers women to realize their full potential and delivers vital services that help women lift themselves out of scarcity, run successful businesses, invest in their own wellbeing, and uplift their families and communities. Today, Pro Mujer serves nearly 300,000 women in Argentina, Bolivia, Mexico, Nicaragua, and Peru and employs over 1,800 dedicated people across Latin America and the US.

Since 1990, Pro Mujer has disbursed more than US\$3 billion in small loans and provided business and empowerment training, and preventative, primary and reproductive health care to millions of women and their families in Latin America, transforming lives and communities.

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### Clinical Quality and Health Promotion Manager

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Pro Mujer currently has a staff of approximately 120 general physicians, nurses, and health supervisors and managers, working across five countries, providing hundreds of thousands of health check-ups and other services each year. The Clinical Quality and Health Education Manager (the Manager) will be Pro Mujer's lead for clinical governance, risk management, compliance and clinical quality. S/he reports to the Deputy Director of Global Health and will work closely with the Executive Director, Country Directors and health teams in country to ensure the quality of health services through the development and updating of clinical protocols, periodic clinical audits and management of cross supervision program, and identification of training needs and opportunities. S/he will plan and develop training materials for health and, when appropriate, other Pro Mujer staff on topics such as gender based violence, family planning, and chronic disease management. S/he will manage Pro Mujer's online training opportunities and identify and coordinate access to additional external opportunities for further clinical and management education for Pro Mujer's health staff. S/he will also oversee the health promotion program for Pro Mujer's patients and clients, identifying and implementing innovative and evidence-based interventions and social marketing approaches to promote behavior change. As a member of Pro Mujer's health team, s/he will also actively support the development and implementation of a new global health strategy.

The ideal candidate is a dynamic leader, comfortable working in a fast-paced environment. S/he will be a proactive, strategic thinker and problem solver, committed and passionate about bringing high-quality, affordable and sustainable healthcare to our clients.

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## Essential Functions

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- Apply medical knowledge and analytical skills to effectively and efficiently coordinate quality activities to ensure compliance with regulatory requirements, policies and procedures, and contractual agreements;
- Work closely with country health managers and quality leads to drive the delivery of processes to monitor patient experience and to improve the involvement of patients and the public in service design, delivery and improvement;
- Develop and implement reporting and management tools and metrics to measure health services and training impact. Evaluate results, reports, and metrics of existing and new health services and health training models. This includes designing and implementing means of monitoring third-party providers;
- Assist in the design and implementation of an incentive system to increase demand for services while maintaining an excellent quality of care;
- Design and develop methodologies for preventive care and health promotion activities to achieve behavior change and collaborate with relevant staff to design and develop health care evaluations; Conduct preventive studies to evaluate the continuity and coordination of care and to assess the quality and utilization of health care services. Provide assistance and guidance to clinical staff with regard to study design, methodology, data analysis and reporting;
- Manage and evaluate performance of staff related to clinical and health care services performance improvement activities. Provide department orientation to new staff and ongoing staff development to the entire department, through internal and external training opportunities;
- Prepare, compile, review and submit monthly and quarterly quality and performance reports;
- Coordinate all internal and external programmatic oversight visits and clinical audits for clinical staff and contracted providers and ensure timely completion and follow up on corrective action plans;
- Participate in the development, review and updating of policies and procedures; develop and implement robust compliance program for all clinical operations, and also oversee good practice in minimizing risk across Pro Mujer's health services.

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## Qualifications

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- A minimum of five years of clinical work experience with relevant supervisory experience;
- M.D. or nursing degree required, with a Master's in Public Health or experience in health promotion preferred;
- Proven experience developing and implementing processes and systems to establish effective assurance of service quality, patient safety and risk management;
- Direct experience working in the field on women's health related topics, such as reproductive health, domestic violence and gender-based violence, as well as experience working in wellness, chronic disease management, and population health management in Latin America;
- Passion and knowledge to improve physical, mental, and social health of women;
- On-the-ground experience working in the health field in Latin America, especially in low-resource settings;
- Leader with demonstrated ability to engage multicultural staff, collaborate with a team and delegate authority to achieve multiple operating and strategic goals. Ability to empower managers and staff members to fulfill their full potential and to encourage staff to challenge assumptions;
- Seasoned project manager with a demonstrated ability to communicate and collaborate with colleagues
- English and Spanish fluency required.
- Ability to travel up to 60% of the time.

**To apply, please submit to [PMIsalud@promujer.org](mailto:PMIsalud@promujer.org) your resume and a cover letter that outlines your suitability for the role, salary expectations and the name of the site where you heard about the position. Any applications sent directly to Pro Mujer staff will not be considered.**

**Pro Mujer provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.**