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## Pro Mujer Position Description

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<b>Position Title:</b>	Health Operations Manager
<b>Reporting To:</b>	Deputy Director of Global Health
<b>Location:</b>	Lima, Perú or Santa Cruz, Bolivia

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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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### Health Operations 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 Health Operations Manager will support the Executive Director in overseeing all Pro Mujer's health operations, successfully coordinating and directing all operations-related activities through subordinate managers, supervisors and employees, including financial performance, patient satisfaction, project management skills, talent development, and problem-solving. In addition, the manager will be responsible for oversight of existing grant commitments while also help develop and implement processes to strengthen PMI health services from an operational perspective. The Manager will assist in the identification and implementation of a health information system that allows for robust monitoring and reporting and will support the design and implementation of appropriate incentive systems for health staff and third party providers. The incumbent will also assist country health teams in the review of contracts with third party providers and will assist the Deputy Director of Global Health in developing and managing the program budget. In addition, the Manager will assist in the development of a new global health strategy for Pro Mujer, and will be a key developer and implementer of the related operational plans.

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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- Design Pro Mujer's global health strategy in collaboration with the Executive Director and country teams to provide sustainable, high-quality, affordable care for PMI clients, implementing innovative, impactful for-profit and nonprofit solutions;

- Building from the global health strategy, assist the Executive Director in developing and implementing operational plans for each country's health program and manage health staff to ensure delivery of high quality healthcare, wellbeing and health education services to clients;
- Improve supply chain management for health by improving the efficiency of the procurement and inventory management processes and systems;
- Along with Monitoring and Evaluation Lead, develop and implement reporting and management tools to measure the impact of our health services. Evaluate results, reports, and metrics of existing and new health services models. This includes designing and implementing means of monitoring third-party providers;
- Design and implement incentive system to help increase demand for health services while maintaining an excellent quality of care;
- Support ongoing improvement of health services through identification and adoption of relevant best practices and technologies;
- Liaise with national and local governments and other providers and organizations on operational issues and to identify new opportunities for collaboration;
- Ensure health activities align with national health system priorities when possible;
- Review key performance indicator data regularly and implement necessary changes to improve performance. Collaborate with Quality and Health Promotion Manager to develop KPIs as needed;
- In collaboration with the Deputy Director of Global Health, create and execute a sustainable financial strategy and plan, including budgeting, allocating financial and human capital resources, and tracking and forecasting finances and other resources. Regularly review financial data and prepare periodic reports regarding the sustainability of health operations.

### **Qualifications**

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- A minimum of five years of health administration work experience with relevant operational experience;
- Master's Degree in business or health administration, public health, international affairs, public administration or related area, or equivalent combination of education and experience;
- Passion and knowledge to improve physical, mental, and social health of women and on-the-ground experience working in the health field in Latin America, especially in low-resource settings;
- Seasoned project manager with a demonstrated ability to communicate and collaborate with colleagues to lead health operations in multiple countries, ensuring buy-in and support of the health program at the country level;
- Keen awareness of and ability to manage employee performance management and development;
- Strong organizational skills and creative problem solving acumen;
- Ability to perform in a complex network of relationships and adapt easily to change;
- Experience with budget management and finance, particularly in a health-related context;
- Experience working with donors is a plus;
- 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.