

Job description

Senior Impact Manager

Introduction

North Star Alliance is a non-profit organisation whose mission is to provide quality healthcare to mobile workers, including long-distance truck drivers and sex workers, and the communities they interact with in sub-Saharan Africa. North Star operates a network of Roadside Wellness Centres (RWCs), also known as Blue Box clinics (converted containers painted blue), which are established to deliver essential health services to populations that are often isolated from and neglected by public health facilities. North Star currently operates 28 RWCs in ten countries in East and Southern Africa. Blue Boxes offer a basic package of primary healthcare services, with a strong focus on sexual and reproductive health services, alongside screening and treatment for select non-communicable diseases. North Star's mission is aligned with global public health commitments to advance universal health coverage and advance the UNAIDS 95-95-95 strategy in lower-and-middle-income countries in sub-Saharan Africa.

North Star's model is informed by business-process innovations, which involves using standardising processes of delivery as a means to drive efficiency in operations. North Star has adopted principles of logistics and supply chain management to develop a standardised Blue Box model which involves using shipping containers to deliver healthcare to underserved population groups. North Star uses a "lean" staffing model and strives to deliver products or services through streamlined processes that effectively leverage people's abilities. A typical Blue Box is staffed by one clinician or nurse, HIV lay counsellor, security guard and receptionist.

Job Title

Senior Impact Manager

Locations

Nairobi, Durban or Johannesburg

Duties and Accountabilities

Providing longitudinal healthcare to mobile populations cross-border in sub-Saharan Africa comes with its data challenges. And data are key, to measure the impact we are having on our clients' health and wellbeing, and on a larger scale, to be able to provide evidence-based impact reporting. Therefore, we are investing in our data strategy, processes, tools and people. North Star Alliance has invested over the past years in a new electronic medical records system (EMR), which, after piloting, needs to be further developed and rolled out to our clinics across several countries. Simultaneously we have been working on our data strategy and defined an organisational strategic indicator set (OSIS) which will allow us to measure impact over time in a standardised way, independent of donor's priorities, trends, or focus. To ensure quality data and fit-for-purpose tools, we also need to review, improve, and standardise our processes and data policies (M&E), and increase all data-related skills of our frontline staff. When all four elements (tools, data requirements, processes, and

people) are on par we will be able to guarantee data-driven decision-making on all levels of our organisation.

We are looking for a senior, strategic and hands-on project manager with loads of experience, a can-do mentality, who will:

- be responsible for business requirements engineering (“translate” organisational needs into technical requirement specifications)
- be bridging data strategy, marketing, M&E and IT
- detail the data landscape strategy
- further develop, fine-tune, and roll out the EMR system across our clinics
- liaise with external stakeholders for interfacing/data exchange with external systems
- roll out OSIS and further integrate into the EMR
- closely collaborate with our M&E and IT team for any data collection, monitoring, reporting, analysis, evaluation, and dissemination of data and be end responsible for data quality checking for all purposes
- adapt and refine all data-interrelated processes

Besides these duties, it would be additionally welcomed if the project manager can:

- co-develop and maintain a data- and/or system training curriculum for all staff
- co-organise and/or co-facilitate data and/or system related trainings for all staff
- support and guide our staff with the adherence to data privacy and security policies and processes

And perform other position appropriate duties as required in a competent, professional, and courteous manner.

Education and experience

- Bachelor’s Degree (or higher) in Information Technology, Computer Science or Computer Engineering
- Certification level education and experience in Project Management Methodologies like Prince2, PMI, IPMA, etc.
- Additional education or certificates in ICT, ICT development and/or Process Management are a plus (e.g., Agile, DevOps, Scrum, Waterfall Model, ITIL, Lean, TOC, etc.)
- Extensive experience in the use of Microsoft Excel including complex formulas, macros, protection, and developer mode. Experience with SQL query language is welcome.
- Minimum of 10 years of (project) management experience with successful track record in leading multi-disciplinary complex projects with a large ICT component
- Minimum of 10 years of hands-on experience in ICT projects (including software development and implementation)
- Experience in working internationally across a variety of countries (preferably sub-Saharan Africa)
- Experience in working with virtual teams internationally, in a matrix set-up is an advantage
- Knowledge of the health sector and the NGO sector is welcome

Competences and qualities

The Senior Impact Manager has strategic and tactical insight and works easily on all levels; from strategic lead of the project to detailed tech work. Being the senior responsible for making this project a success, needs to be combined with a ‘roll up your sleeves’ attitude, and willingness to ‘put your feet in the mud’.

- ✓ **Written and verbal communication** – extremely clear, understandable, motivating, and supportive communication skills to all levels of the organisation in fluent English.
- ✓ **Accurate and diligent** – no 9 to 5 mentality; uses cross-checks, validation and verification to ensure the highest data quality.

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- ✓ **Structured and consistent** – ability to develop templates and clearly present data in a structured, logical and consistent manner in a Microsoft Office environment (Word, Excel, PowerPoint).
 - ✓ **Business Judgment and Analytical Decision Making** - Gathers inputs, assesses risks, considers impact and articulates benefits of decisions for internal and external stakeholders over the long-term.
 - ✓ **Relationship Building** – establishes rapport with people easily, developing and maintaining a network of contacts that can provide information, help and access to others.
 - ✓ **Displays tact, creativity** – demonstrates good judgment and is able to build consensus and knows when a situation needs to be escalated or mediated.
 - ✓ **Organisation** – establishes a systematic course of action for oneself or others to ensure accomplishment of a specific objective. Determines priorities and allocates time and resources effectively, with meticulous attention to detail.
 - ✓ **Client orientation** – has the ability to manage a variety of duties maintaining quality and meeting client and stakeholders needs.
 - ✓ **Team player** – willingly cooperates and works collaboratively toward solutions that generally benefit all involved parties and accomplish group objectives.
 - ✓ **Passion** – is enthusiastically committed, shows ability to persevere and be productive under pressure and maintain confidentiality.
 - ✓ **Cross-Cultural Skills** – has strong cross-cultural competency and the ability to merge” their different worldviews into a “third” way of thinking beyond the constraints of each individual’s cultural conditioning.

Functional contacts

- Reporting to Management Board (Directors)
- M&E and IT colleagues across the organisation
- Matrix team members
- Other colleagues in regional offices (Kenya and South Africa) and Blue Box clinics (across multiple countries in sub-Saharan Africa)
- External stakeholders (IT companies, ministries of health, global and regional multilateral and bilateral bodies, research agencies, strategic partners etc.)

Additional information

- Full-time local contract, for 12 months period, with potential to extend
- Authorised to live and work in Kenya or South Africa
- Willingness to travel locally and internationally
- Recognises our Values; People Matter/Integrity/Quality/Entrepreneurial Spirit
- Passionate about North Star’s mission
- Multiple interviews and an assignment can be part of the application procedure
- Deadline for applications 15 August, send CV and motivation letter to east.africa.office@northstar-alliance.org