



REPRODUCTIVE HEALTH ASSOCIATION OF South Sudan

Advert: Quality Assurance & Inclusion Advisor

SB-H-3
Approved by
MOL/RS/07
14/05/2025



IDENTIFICATION	
JOB TITLE	Quality Assurance & Inclusion Advisor
REPORTING TO	WISH 2 Program Director/Manager/Coordinator
PROJECT	Women's Integrated Sexual Health (WISH2)
LOCATION	Juba, with frequent travel to the field
OPENING DATE:	May 14, 2025
CLOSING DATE:	June 3 rd , 2025

OVERVIEW OF THE WISH2 PROJECT

WISH 2 (Women's Integrated Sexual Health) project is one of three components of the overarching WISH Dividend programme that is being procured by the UK Foreign, Commonwealth, and Development Office (FCDO). This programme is central to delivering the UK's priorities on empowering women and girls as set out in the International Development Strategy, the UK's strategic approach to sub-Saharan Africa and the International Women and Girls Strategy.

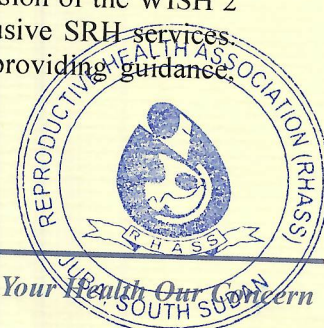
IPPF is the prime contractor on Lot 2 – Eastern and Southern Africa, covering the following countries: Burundi, Ethiopia, Madagascar, Somalia, South Sudan, Sudan, and Zambia. The project is being implemented in collaboration with IPPF Member Associations and consortium partners to include Options, Ipas, and JHU-CCP.

JOB PURPOSE

The Quality Assurance & Inclusion Advisor will provide strategic direction and oversee implementation of the WISH2 quality of care technical work plan to ensure high-quality and inclusive SRH services in public and private service delivery sites. Working closely with departments of health, Member Association and consortium partners, they will provide quality assurance for client-centred care, carrying out clinical and disability audits, strengthening clinical governance and capacity building of health workers. The Quality Assurance & Inclusion Advisor will help to monitor progress, ensuring that SRH services are inclusive, accessible, and responsive to the needs of marginalised groups, including people with disabilities.

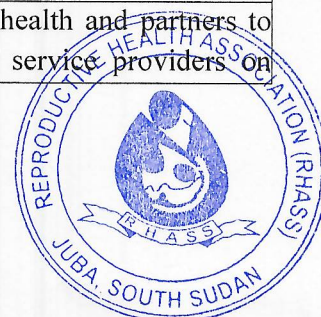
DUTIES AND RESPONSIBILITIES

The Quality Assurance & Inclusion Advisor will work under the supervision of the WISH 2 Program Director/Manager/Coordinator, ensuring high-quality and inclusive SRH services. They will serve as a focal point for Quality of Care-related matters, providing guidance.



technical expertise, and support to colleagues within the project. They will liaise with other relevant stakeholders such as the Organisations for Persons with Disability (OPD) and social welfare to ensure the smooth implementation of disability inclusion services.

KEY AREA	ACTIVITIES
Quality Assurance	<ul style="list-style-type: none"> ▪ Work in collaboration with cluster/facility Qoc committees to implement annual Qoc assessments for all WISH2-supported service delivery points using standardised and disability inclusive Quality of Care tools. ▪ Provide regular follow-up and monitor the implementation of QOC action plans at the facility and cluster levels. ▪ Facilitate the dissemination of country clinical policies/guidelines and protocols to service providers and health system managers. ▪ Ensure public and private facility personnel are trained on clinical incident reporting and create platforms for sharing lessons learned from clinical incidents. ▪ Working together with the procurement team to support and guide country programmes and consortium partners to follow FCDO's pharmaceutical product and clinical equipment product quality standards. ▪ Collaborate with facility in-charges and cluster coordinators to conduct disability audit of selected healthcare facilities using standardised tools. ▪ Collaborate with identified OPDS to promote disability inclusion in all project activities, including information sharing, mobilisation, referral and uptake of services.
Strengthening Clinical Governance	<ul style="list-style-type: none"> ▪ Embed and institutionalise Quality-of-Care committees at cluster and facility levels through supporting quarterly QOC committee meetings. ▪ Establish and oversee mechanisms for reporting and investigating clinical incidents (Adverse Event Reporting and Learning (AERL) System) within the country programme, compiling reports and acting on clinical incidents and trends. ▪ To establish a robust clinical risk management process that includes prevention of clinical incidents, risk mitigation and promotion of evidence-based practices. ▪ Collaborate with cluster QOC committees to conduct quarterly supportive supervision in public/private facilities within the cluster
Capacity Building of healthcare providers	<ul style="list-style-type: none"> ▪ Collaborate with the department of health and partners to provide orientation and training of service providers on



	<p>family planning, voluntary and informed consent, client-centred care, integrated, inclusive SRH services, SGBV etc, to ensure the safe delivery of SRH services.</p> <ul style="list-style-type: none"> ▪ Provide regular technical assistance to MAS, public health facilities and consortium partners, including IRC, on the national Quality of Care (Qoc) frameworks, policies and standards. ▪ Collaborate with the department of health and partners to conduct annual provider competency assessments, mentorship and coaching to improve the quality of care. ▪ Collaborate with disability inclusion advisor to organise and deliver training sessions and capacity-building workshops for project staff and healthcare workers on disability-inclusive SRH services.
Partnership and Networking with OPDS	<ul style="list-style-type: none"> ▪ Build partnerships with Organisations of Persons with Disability (OPD) at national and subnational levels for disability inclusive SRH programming. ▪ Collaborate with Disability & Inclusion Advisor to conduct capacity assessments for OPD partners, develop action plans and implement them to improve the capacity of OPDS to sustainably participate in inclusive SRH programming in the WISH2 project. ▪ Facilitate regular consultations and engagement with grassroots organisations of persons with disability, networks, and experts to enhance disability inclusion in Sexual and reproductive health services. ▪ Participate in knowledge sharing on disability-inclusive SRH with programme stakeholders at subnational and national levels.
Monitoring of Client-Centred Care	<ul style="list-style-type: none"> ▪ Work in close collaboration with country teams to ensure the timely entry and analysis of data from annual QOC assessments and audits and to enable timely donor reporting. ▪ Collaborate with MERL to conduct client exit surveys, evaluate client feedback systems, and perform routine data quality monitoring. ▪ Prepare high-quality and timely monthly, quarterly and annual narrative reports on quality of care and inclusion for submission to the donor in line with IPPF and donor requirements. ▪ Support program efforts to document and share best practices, lessons learned, and success stories on disability-inclusive SRH.



REQUIRED QUALIFICATIONS

Education and Professional Qualifications

Bachelor's degree in health sciences, i. e nurse, clinical officer or medical doctor, Public Health, or other related fields

Required Qualifications and Experience

- Minimum of three (3) years of progressive experience in the implementation of inclusive FP/SRH services.
- Excellent technical knowledge/understanding of quality of care within integrated FP/SRHR service delivery and programming.
- Experience in implementing FP/RH quality assurance standards is highly preferred.
- Direct experience working with people with disabilities is strongly preferred.
- Experience working in public health systems is essential.
- Experience working in humanitarian / FCAS settings and understanding of the challenges relating to programme delivery in these settings is preferred.

Knowledge, Skills and Competencies

- Demonstrable leadership skills, including the ability to effectively engage a range of stakeholders
 - Fluent English verbal and written communication skills with Juba Arabic being an advantage.
 - Excellent interpersonal skills with a proven ability to advocate, influence and negotiate.
 - The ability to plan, organise and prioritise work.
 - Good coordination, problem-solving
 - Excellent report writing skills.
 - Excellent training and capacity-building skills.
- **How to Apply:**
Submit your application (**cover letter, CV, and transcripts scanned as one document**) by email to info@rhass.org.ss or drop off hard copies at the RHASS Head Office, Start Village, opposite St. Thomas ECS Church, along Gudele Road.
Deadline: 3rd June 2025.
Note: Women are strongly encouraged to apply. Only shortlisted candidates will be contacted.

