



## Job vacancy

**Job Title:** Receptionists  
**Locations:** Juba (1) Nimule (1) and Rumbek (1)  
**Contract Type:** Temporary Hire  
**Reporting to:** Site Supervisor  
**No. Posts:** 3 Position  
**Duration:** 5 Months  
**Application Deadline:** February 29, 2024

### BACKGROUND

IntraHealth International, Inc is a US based, global health nonprofit organization that has worked for 40 years in over 100 countries including South Sudan. Currently, IntraHealth is implementing some projects in South Sudan with funding from USAID in collaboration with Government of South Sudan Ministry of Health (MOH) and South Sudan AIDS Commission. Our mission is to improve the performance of health workers and strengthen the systems in which they work so that everyone everywhere has the health care they need to thrive. IntraHealth's programs generate long term social and economic impact to keep communities around the world healthy, strong, and prosperous. And our dynamic staff are passionate about global health and committed to excellence.

### PRIMARY RESPONSIBILITIES

The successful candidate will work under the direction of the site supervisors and will be responsible for managing the reception area of the survey site, maintaining flow of participants through the survey procedures, and assisting the research team with administrative tasks. Strong oral and written communication skills, sensitivity to issues related to HIV and AIDS and the study target populations, and ability to work with stigmatized populations are required.

### ESSENTIAL FUNCTIONS

- Receive participants at the study site.
- Establish participant eligibility, via verifying presence and validity of coupon.
- Manage the flow of study participants through the survey office.
- Make appointments using the study appointment voucher and respond to inquiries.
- Maintain a welcoming, friendly and safe environment in the reception and waiting areas.
- Ensure that participants are screened on a first-come, first-served basis.
- Assemble participant folders and information.
- Maintain a filing system for the study records.



- Handle communications – receiving, storing, retrieving, dispatching, organizing documents, and other correspondences.
- Provide basic information to callers and visitors.
- Coordinate meetings, visits, and write minutes.
- Assist with general, onsite administrative and cleaning duties.
- Assist the coupon manager.
- Perform other duties, as assigned by the site supervisor.

#### **EDUCATION/EXPERIENCE REQUIREMENTS**

- Diploma or Certificate in basic health sciences/ Counseling and guidance.
- Previous experience in working with female sex workers will be an added advantage.
- Strong organizational skills.
- Good interpersonal and communication skills.
- Computer literate.
- Previous experience in work that covers sensitive topics.
- Previous experience working as a receptionist is an advantage.
- Able to read and write in English and speak Juba-Arabic, or local language of the area.
- Ability to work an alternative schedule (including evenings and weekends), as requested.
- Availability for duration of the survey.
- **Due to the nature of the study, Women are particularly encouraged to apply.**



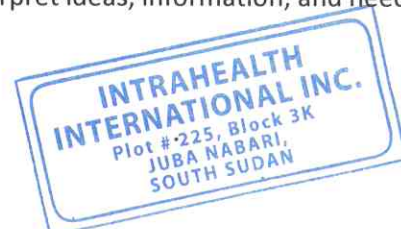
#### **COMPETENCIES**

***Innovation:*** Develops new, better or significantly different ideas, methods, solutions or initiatives within your role that result in improvement of IntraHealth's performance and meeting objectives, results and global commitments.

***Accountability:*** Holds self and others accountable for all work activities, research and personal actions and decisions; follows through on commitments and focuses on those activities that have the greatest impact on meeting measurable high-quality results for IntraHealth's success. Exercise ethical practices, respectful words and behaviors and equitable treatment of others in all activities.

***Service Excellence:*** Knowledge of and ability to put into action customer service concepts, processes, and techniques to access internal and/or external client needs and expectations and meet or exceed those needs and expectations through providing excellent service directly or indirectly.

***Effective Communication (Oral and Written):*** Understands effective communication concepts, tools and techniques; ability to effectively transmit, explain complex technical concepts in simple, clear language appropriate to the audience; and receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.



**Planning and Organizing:** Develops clear goals that are consistent with agreed upon strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate time and resources for completing work; foresees risks and allows for contingencies when planning; and monitors and adjusts plans and actions as necessary.

**Interpersonal Relationships:** Knowledge of and the ability to effectively interact within and across Divisions, Departments/Country Offices and with international partners in a constructive and collaborative manner.

## Application Procedure

Interested and competent candidates should apply through the below link:

<http://www.intrahealth.org/section/careers>

Hard copies of applications can also be dropped to IntraHealth International office located at Juba Nabari, Plot No. 225. Nimule Hospital ART Department C/o Batista Baruga, and Y'o care office within Rumbek Hospital

Addressed Human Resource Department. Kindly, attach an Application Letter, copy of National ID card, Academic Credentials, and a Curriculum Vitae (CV) including contact details of 3 professional references who must be the most recent or current supervisor.

Deadline for receiving applications is 17:00pm. Juba South Sudan Time by February 29,2024.

This position is open to South Sudanese nationals ONLY and priority will be given to applicants within the project sites.

*IntraHealth International is an Equal Opportunity/Affirmative Action Employer*

