

Job Advertisement

ERT - Health Home Care Support Officer-Juba

50.4.3
Approved
Labour HPRS
23/8/21

Job Purpose: The purpose of the Health Care Support Officer is to provide remote, telephonic support to suspected or confirmed COVID-19 patients and caregivers in home-isolation, which includes collecting information on their symptoms, vulnerabilities, and associations and inputting this information into an online data management tool.

Key Responsibilities

Data Input and Information Management

- Provide telephonic support following pre-set support protocols
- Update patient files during the call and set up immediate referral where needed
- Input patient data accurately including additional comments and feedback
- Responsible for managing IT equipment, phone, and all required patient information/data



Medical / Technical

- Responsible for follow up and conducting verbal medical examinations of patients in line with Medair protocols and according to South Sudan MoH guidelines and international standards
- Discuss patients that require referral to other treatment centres with the supervisor or Health Manager on duty
- Responsible for providing basic health messaging and advice related to COVID-19
- Responsible for providing psychological first aid by phone

Quality Management

- Fully responsible to continuously monitor progress against set objectives
- Fully responsible to ensure that all reporting and administration is done according to the relevant guidelines and is reported accurately

Person Specifications

Essential

- Clinical Officer or Medical Assistant Diploma;
- Nurse; Community Health Worker, or other health care diploma
- Exceptional skills with Microsoft Excel, Google Docs, and ODK systems calls while
- 2 years post graduate work experience
- Fluent in spoken and written English and Juba Arabic

Desirable

- 1-year work with a similar organization
- Fluent in spoken other local languages
- Full knowledge for the treatment of common diseases



Applications deadline: 9th September 2021.

Please submit your application comprising (1) a comprehension CV that includes contact details, education and training background, work experience and 3 referees, and (2) a Cover letter detailing how you qualify for this position **to: Recruitment Human Resources Department Medair South Sudan - Theo Road, Hai Tong Ping** or e-mail: recruitment-sds@medair.org

Please note, the applications received will be reviewed on a rolling bases as this position is for emergency response and the vacancy might be filled before the closing date.