



CENTRE HOSPITALIER UNIVERSITAIRE
UNIVERSITY TEACHING HOSPITAL

Quality, Health Care

Training & Research

Job Advertisement

Kigali University Teaching Hospital (CHUK) would like to recruit qualified candidates on the following positions

No	POST	IV	Level I	Index	Job Profile	Job Description
1	<p>OUTSOURCING COMPANY SUPERVISION OFFICER (1PERSON)</p> <p>UNDER SUPERVISION OF DIRECTOR OF ADMINISTRATION AND LOGISTICS .</p>	300	5.II	951	A0 in Public Administration or Hygiene and environment or Public health	<ol style="list-style-type: none"> 1. Supervise activities of companies in departments; 2. Direct and coordinate activities of Outsourcing teams to provide extraordinary service to customers and meet hospital's cost, risk, and productivity goals. 3. Manage resolution of issues and variances within responsibility scope; 4. Develop reports for administration and logistics director; 5. Analyze data or implications and provide recommendations to administration and logistics; 6. Develop operational improvement plans; 7. Develop staffing models to ensure staffing levels are adequate based on volume and business. 8. Ensure all Outsourcing employees are competent, have positive attitudes, vaccination card, and are properly and thoroughly trained. 9. Develop and document workflow procedures to ensure customer's needs are met. 10. Ensure workflow procedures are implemented and maintained at a

						<p>quality level.</p> <p>11. Participate in formulating and administering company policies and develop long range goals and objectives.</p> <p>12. Confer with and provide assistance to other executives and senior managers so that all company goals are met in accordance with its strategic business plan.</p> <p>13. Submit monthly, quarterly and annually report to the supervisor</p> <p>14. Perform other related duties as required</p>
2	<p>BIOMEDICAL MAINTENANCE OFFICER (1PERSON)</p> <p>UNDER SUPERVISION OF DIRECTOR OF INFRASTRUCTURE ,MEDICAL ,NON MEDICAL MAINTENANCE UNIT</p>	300	5.II	951	<p>Masters or AO in Biomedical engineering, healthcare technology, electromechanical, electronic telecommunication, information technology with experience of 3years working in Bio-medical maintenance</p>	<ol style="list-style-type: none"> 1. Perform all activities concerning the management and maintenance of medical equipments 2. Realize preventive and curative maintenance of medical equipments and device. 3. Intervening technically if necessary on biomedical equipments. 4. work on the development and review of equipments specification to support medical equipments tender documentation and evaluation. 5. Participate in the Provision Guidance for service contract language and maintenance support by equipments suppliers with tender document. 6. Schedule of particular equipment pre-installation works for specialized equipment. 7. Participate in and assist in the commissioning of new medical devices and equipment by monitoring the installation of said items in accordance with signed contract and appropriate Hospital Regulations. 8. Review and advice on supply chain for spare parts and consumables for medical Equipment. 9. Participate in the development of technical document and formal memorandum as required to support the health sector. 10. Produce quarterly reports of activities 11. Perform other related duties as required

3	<p>CUSTOMER CARE OFFICER (2 PERSONS)</p> <p>UNDER SUPERVISION OF SENIOR CUSTOMER CARE OFFICER</p>	300	6.II	793	<p>A0 in Communication, Journalism, International Relations, Marketing</p>	<ol style="list-style-type: none"> 1. Collect periodically the claims from customers in the suggestion boxes for analysis 2. Participate actively in the analysis process 3. Ensure that the complaints are entered into the complaints system tracker so as to take preventive actions. 4. Ensure the proper follow up of the recovery plan 5. Management of all problems related to customers 6. Identify and report on performance constraints 7. Ensure proactive systems to maintain operational performance in collaboration with other services 8. Professional appearance and commitment of customer care 9. To ensure the office, customer area and their personal appearance is at the highest level of clean line 10. Submit monthly, quarterly and annually report to the supervisor 11. Perform other related duties as required
4	<p>BIO-MEDICAL MAINTENANCE TECHNICIAN (2 PERSON)</p> <p>UNDER SUPERVISION OF BIO-MEDICAL MAINTENANCE OFFICER</p>	300	7.II	660	<p>A0 or A1 in Biomedical technician, electricity, electromechanical, electronics technician</p>	<ol style="list-style-type: none"> 1. Perform the preventive maintenance and curative maintenance of biomedical equipment. 2. Perform the monthly report of biomedical equipment maintained. 3. Perform the repair of biomedical equipment if necessary during night. 4. Produce monthly reports of activities. 5. Perform other related duties as required
5	<p>Non Biomedical Maintenance Technician (2 persons)</p> <p>UNDER SUPERVISION OF Non BIO-MEDICAL</p>	300	7II	660	<p>A1 In electromechanical, electronics or electrical technician</p>	<ol style="list-style-type: none"> 1. Perform the preventive maintenance and curative maintenance of non-biomedical equipment. 2. Perform the mouthy report of non-biomedical equipment maintained.

	MAINTENANCE OFFICER					<ol style="list-style-type: none"> 3. Perform the repair of non-biomedical equipment. 4. Submit monthly, quarterly and annually report to the supervisor 5. Perform other related duties as required
6	<p>SENIOR CUSTOMER CARE OFFICER(1PERSON)</p> <p>UNDER SUPERVISION OF DIRECTOR OF ADMINISTRATION AND LOGISTICS</p>	300	6.III	912	A0 in social work, sociology, clinical psychology Or public health with background in health sector.	<ol style="list-style-type: none"> 1. Maintain a thorough knowledge of all departments, our hospital network, services deliveries so that customers are provided with accurate information on the provider and proceed general queries with confidence at all times. 2. Deal competently with customer complaints and take all possible actions to resolve the issues to their fullest satisfaction with minimal intervention of team leaders of Ethic committee leader. 3. To establish excellent relationships of health care providers to managers of the hospital. 4. To conduct regular visits to the frontlines at the point of service & to listen to their concerns and feedback 5. Ensuring Customer image outside CHU 6. Make a weekly report on claims or complaints from customers 7. Make a weekly, monthly, quarterly and annual report on the evaluation of activities 8. Submit monthly, quarterly and annually report to the supervisor 9. Perform other related duties as required
7	<p>SOCIAL WORKER A1</p> <p>(3 PERSONS)</p> <p>UNDER SUPERVISION OF HEAD OF SOCIAL WORK SERVICES</p>	300	7II	660	A1 in Social work	<ol style="list-style-type: none"> 1. To receive and orient patients in the hospital; 2. To identify psychosocial cases and work with them to find adequate solutions for their problems; 3. To fill forms those are a source of information on the psychosocial progress of the patient; 4. To serve as liaison between patients, healthcare providers and sponsors; 5. To organize and manage packages of support to enable patients to lead the fullest lives possible;

					<ol style="list-style-type: none">6. To educate patients and their close relatives on the management of the patients' condition and its consequences;7. To educate patients (individually or in groups) for behavior change;8. To organize the social reintegration of abandoned and invalid patients;9. To search for families, orphanages, foster homes for abandoned children and invalid patients;10. To organize and coordinate the International Patients' Day;11. To organize recreational and practical activities for patients such as drawing, reading, knitting, etc;12. To coordinate the activities of sponsors in wards;13. To distribute identifying cards to people who are with patients "garde-malade" to maintain their security and that of their belongings;14. To mobilize funds for financially deprived patients;15. To compose and pay for announcements for abandoned patients and bodies;16. To bury abandoned bodies;17. Submit monthly, quarterly and annually report to the supervisor18. Perform other related duties as required
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8	<p>FLEET MANAGEMENT OFFICER (Readvertised) (1 PERSON)</p> <p>UNDER SUPERVISION OF LOGISTIC OFFICER</p>	300	5.II	951	A0 or A1 in Mechanical engineering or technician	<ol style="list-style-type: none"> 1. Know how to price, spec, and purchase or lease vehicle spare parts, 2. Read an invoice, and the distribution network from order to delivery, 3. Understand vehicle systems and technology and authorize repairs, 4. Create and establish fleet policies and procedures, 5. Establish a fleet budget, both expense and capital, 6. Manage, assign, and track use of pool vehicles as required, 7. Report fleet expense performance regularly to management, 8. Oversee proper use of fuel cards, 9. Oversee the deployment of vehicles; 10. Maintain daily inspections, 11. Obtain and maintain annual inspections, 12. Maintain the parts inventory 13. Schedule and manage vacations, sick days and tardiness 14. Maintain, log and account for fuel and oil storage tanks, 15. Conduct safety meetings, 16. Develop, maintain and adhere to disciplinary procedures, driver orientation program 17. Perform any other duties as assigned by immediate line Manager. 18. Submit monthly, quarterly and annually report to the supervisor
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Interested and qualified candidate must fill and submit an electronic job application form using online E – recruitment process

The deadline for submission of application is scheduled on 16 / 07 /2019.

Prof. HATEGEKIMANA Theobald, MD

Director General of CHUK