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## QSSU-ISO-PMH-PROJECT MEDICAL HEAD

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Company: Q-Sourcing Servtec Location: Uganda Category: other-general

About This Job: Q-Sourcing Limited trading as Q-Sourcing Servtec is a manpower management solutions firm operating in the East African Region in the countries of Uganda, Kenya, Tanzania, Rwanda, and South Sudan. On behalf of International SOS our nationalbased client, a pioneer in international health and security risk management, we are looking for a competent, skilled, and experienced Project Medical Head to work in Uganda. Reports Functionally to: Regional Medical Director Reports Administratively to: Medical Services: Project Manager Works Closely with: Internal and external stakeholders such as Medical Services Support Personnel, Project Manager, Client and/or appointed personnel. Direct Reports: Consortium partner's medical and none medical staff mobilized on the project, International SOS project Paramedics Areas of Responsibilities: Project Medical facilities, Field Paramedics, Relationship with client's medical team COMPANY OVERVIEW International SOS (www.internationalsos.com) is the world's leading medical & security services company operating from over 700 sites in 92 countries with 10,000 employees, led by 1,100 physicians and 200 security specialists. Our global services include medical and risk planning, preventative programs, in-country expertise and emergency response for travelers, expatriates and their dependents of over 70 percent of the Fortune 500 companies. A. OVERALL PURPOSE OF THE JOB (BRIEF DESCRIPTION OF THE PRIMARY PURPOSE OF THIS POSITION) To represent the Consortium between International SOS and City Medical/City Ambulance by undertaking a range of tasks and responsibilities using efficient and sound judgment and conducting all aspects of work tasks in a consistent, objective and professional manner. To effectively maintain the highest level of client service standards

through support of the clinic staff and by providing efficient and consistent delivery of nonmedical support services to clients. The Employee shall at all times carry out his/her duties within the tenets of the Hippocratic Oath, consistent with ethical and best medical practice. To mentor and train two physicians identified by International SOS' consortium partner. To plays a pivotal role in the project healthcare organizations, especially when it comes to maintaining relationships with key stakeholders: Liaison Between Medical Staff and Administrators: The PMH acts as a bridge, facilitating effective communication between the medical staff and administrative teams. They ensure alignment of goals, smooth collaboration, and efficient decision-making working closely with the Project Operations Manager. Specifically, the PMH engages with the client medical CMO, fostering a strong working relationship. They discuss strategic initiatives, address concerns, and jointly develop plans to enhance patient care. Balancing the Medical Facility's Budget: Financial stewardship is a critical aspect of the PMH's role. They oversee budgetary matters related to clinical operations. The PMH collaborates with the client medical CMO to allocate resources effectively. Together, they optimize financial allocations while maintaining highquality patient care. Ensuring Optimal Patient Care: The PMH champions patient-centric care. They monitor clinical outcomes, patient satisfaction, and safety protocols. By collaborating closely with the client medical CMO, the PMH ensures that patients receive the highest standard of medical care. They jointly explore innovative approaches to enhance patient experiences. Developing and Maintaining Relationships: Building strong relationships is a core competency for the PMH. They engage with local healthcare providers, community partners, and other stakeholders. In your project, the PMH actively collaborates with the client medical CMO. They share insights, exchange best practices, and collectively drive improvements in patient outcomes. Clinical Oversight and Mentorship: The PMH provides clinical supervision and mentorship to staff. They guide physicians, nurses, and other healthcare professionals. Working closely with the client medical CMO, the PMH ensures that clinical practices align with evidence-based guidelines and promote patient well-being. SUMMARY OF ROLE: The role of the Project Medical Head involves management with the responsibility to ensure the provision of the highest level of clinical care and client services to patients using our medical services. The person will be expected to perform as a family physician and senior medical officer in the management of medical and trauma emergencies and to provide support. The person will drive the medical governance on the different locations of the project. The person will also take on the crucial task of mentoring

and training two physicians for future PMH role. B. KEY RESPONSIBILITIES (CRITICAL RESPONSIBILITIES AND SKILLS OF THIS POSITION, LISTED IN ORDER OF IMPORTANCE) EMERGENCY CARE Assessment and immediate treatment of illness or injury on the Total Tilenga project inside the project perimeter and outside as per the client's request on a 24/7 basis. Assist in all emergency cases within all the Total Tilenga clinics on a 24/7 basis. Act as a coordinator of emergency response in liaison with the medics, the site physicians. Ensure to be contactable and on standby by radio and/or telephone on a 24/7 basis. Ensuring appropriate and secured transport of all patients to the closest relevant project clinic. This travel may also include travel from site to nearest approved medical support facilities or hand-over to next medical evacuation team as directed by the Total Chief Medical Officer. Travel to locations where emergency medical services is required in as timely a manner as possible. This travel may also include travel from site to nearest approved medical support facilities or hand-over to next medical evacuation team as directed by the Assistance Center. Manage the delivery of competent and professional health services according to Consortium standards. Ensuring high standards of emergency care to patients. Ensure all the project Emergency Rooms and services are maintained at the highest level of operational standards including, equipment, drugs, responder bags, emergency trolleys and client first aid stations. Develop and maintain highest possible standards of emergency response and paramedical services within the project clinics. Ensuring patient confidentiality. Ensuring accuracy of information is recorded. Keeping a detailed and factual medical record of all cases seen including diagnosis, treatment given and final disposition, and applying appropriate confidentiality to the record. Fully utilize any eMR software that is provided to the project and ensure all medical team members record 100% of site cases. Provide advice and necessary assistance to site staff, local medical support and other members or subcontractor's medical personnel as and when required; to act as a coordinator of emergency response in liaison with Physician or External Consulting Physician, as appropriate. Liaison with most appropriate available site medical personnel for emergency support and resources when required. He/she will notify the Project Manager immediately of any problems which may jeopardize site relationships or evoke client complaint in accordance with the International SOS escalation procedures. Ensure to be aware on a daily basis of all high-risk activities occurring inside the project area through the Client H&S department. This includes closely monitoring high-risk tasks carried out by Total's contractors, such as drilling activities. Physical assessment and first aid treatment of a patient with an Injury on Duty

(This will include follow-up consultation). EVACUATIONS Support Total medical team on all preparation of all medical evacuations. Coordinate medical off-site movements in conjunction with Total Medical Team. When patient's medical condition required accompany patients to a deliver medical facility, handover or pick up point and hand the patient over to a health care provider as specified by the client. Liaise with the client to coordinate referral, evacuation of project's patient in and outside the perimeter of the project. DISASTER PLANNING Understanding the project and sites emergency response and disaster plan Understanding the PMH role and the role of each individual's role in the site emergency response and disaster plan. Ensure that an area for triage and multiple casualties is identified. Ensure that all medical team are trained in the management of multiple casualty and are aware of their role and responsibility during the triage process; Define with the client medical team the critical medical supplies are required for the disaster plan. Participate in simulation exercise and organized by Total Tilenga management. CLINICAL SERVICES IN AREAS OF RESPONSIBILITY Primary Care: Providing clinic access and service for minor illness or injury including relevant clinical assessment, treatment, and regular follow-up of all cases until complete resolution. Ensuring appropriate referral of cases, which have not resolved as expected. Keeping a detailed and factual medical record of all cases seen including diagnosis, treatment given and final disposition, and applying appropriate confidentiality to the record. Provide advice and necessary assistance to site staff including national physicians, nurses and other members when required to guarantee the quality of the medical care at a high level in line and best medical practices. In patient Care: Oversee the level of care provided in each in-patient wards to maintain at the highest level of clinical care and best medical practice. Provide advice and necessary assistance to site doctors when required to guarantee the quality of the medical care. Perform at least once a day with the medical team a daily patient round for each patient unit, with the support of the head of nurse. Clinical Services: Ensure all Tilenga project clinic facilities and services are maintained at the highest level of operational standards including staffing, equipment, and client support services. Develop and maintain highest possible standards of clinical practice of physician, nursing and paramedical staff within the Total Tilenga project clinics. Ensure standards of practice and service delivery as laid down by local regulations and the Consortium policy are implemented and maintained, and that documentation of same is up to date. Ensure that Universal Precautions are enforced and followed at all times. Promote and ensure a Continuous Quality Improvement environment & program is maintained. Maintain and

improve all clinic programs. Develop and maintain clinic policies and procedures consistent with international standards of practice. Ensure that all waste is managed in accordance with local Regulations and Total standards. Ensure the Clinic Standards internal audit is done and actioned upon an annual basis. Obtain relevant risk assessments and MSDS from the client. CUSTOMER SERVICE IN AREAS OF RESPONSIBILITY Promote a high standard of customer satisfaction by further developing a culture of customer service amongst staff. Ensure quality control & improvement in all aspects of customer service & patient care. Ensure that all clinic staff receives regular monthly training on key elements of emergency service provision. Ensure a clinic patient data base is maintained in an accurate & timely manner & that such data is utilised in the promotion of customer service programs. Ensure quality control on all aspects of customer service and patient care. Maintain responsibility for all aspects of patient feedback. through surveys, feedback mechanisms, complaint, suggestion & compliment handling Ensure quality control on all aspects of customer service and patient care. FINANCIAL MANAGEMENT AND INVENTORY CONTROL Manage relationship with Project operation manager and Project manager in terms of ordering process' and timelines for maintaining stock levels within the medical facility in line with the client's procurement procedures and processes. LEGAL REQUIREMENTS IN AREAS OF RESPONSIBILITY Ensure that patient care is carried out in accordance with local Regulations and Legislation as well as within Total and Consortium standards where applicable and feasible. Maintain responsibility for any drugs that are kept in the emergency areas to ensure security in accordance with local control and legislation. Ensure all clinic and expatriate and local employee medical registration licenses are fully compliant at all times as required. MANAGEMENT OF SITE CLINICS AND EMERGENCY VEHICLES IN AREAS OF RESPONSIBILITY Advising the project manager on proper layout, fitting and equipment of the Medical Facilities where they operate and assist in placing relevant orders for medical equipment in conjunction with Total Tilenga Chief Medical Officer. Maintaining the facilities in the perimeter of the project area in a clean and tidy state of readiness at all times. Monitoring inventory of medications and other supplies to ensure continuous availability of medications, disposable items and equipment at level agreed with the client and site Management. Providing day-to-day operation and organization of the facilities in the perimeter of the project area. Ensuring that all medical equipment is in working order and properly maintained and calibrated. Monitoring of drug and consumable levels in each department in the perimeter of the project area. Maintaining and storing of all documentation and records related to the provision of emergency medical services of

medications used or dispensed and of consumable items used, including patient records. Maintaining a controlled drug register in each department in compliance with applicable laws and regulations. Support Project Operation Manager in the preparation of the orders of medical supplies and forward them for approval and procurement according to client policy. Complete all relevant daily check lists accurately where applicable. Ensure that the emergency facilities and -vehicle/s are fully stocked at all times. Ensure that the emergency vehicles are cleaned and maintained on a daily basis (Inside and outside). Ensure that maintenance and calibration of all AED's and weekly checks of all first aid boxes are performed inside the project perimeter. FIRST AID TRAINING Ensure that non-certified basic and regular first aid training or refreshers are performed in line with Consortium training program and are conducted as per client request. Schedule and oversee periodic simulated exercises and drills for first aid personnel as per TOTAL TILENGA standards. Ensure that first aid equipment is maintained and checked on a regular basis. Ensure quarterly schedule of planned First Aid Training are developed by site medic and Project Operations Manager FOOD & GENERAL HYGIENE (where required by the client and the contract scope of work ) Apply reasonable knowledge of safe food handling principles and practice to carry out inspections of appropriate installations used by site/client employees and other contractor's as per Consortium guidelines. Alert Total Chief Medical Officer about any outbreaks of gastrointestinal illness that may be related to food or water. Ensure appropriate disposal of clinical waste in compliance with applicable laws and regulations. If the scope of work requires, the following may be implemented: Conduct periodic inspections (e.g., monthly) to ensure that proper sanitation and solid waste treatment practices are being followed. Ensure, in conjunction with site vector control department, that appropriate control measures for vector-borne diseases (e.g. malaria) are in place. Alert HSE Department about occupational materials or processes that may be hazardous to health. Assist with companysponsored health surveillance programs for employees who are exposed to specific hazards. Support and oversee site Public Health department with the support of Consortium expert. Support the vector control on medical matter and provide recommendations. INFORMATION AND COUNSELING, HEALTH EDUCATION AND HEALTH PROMOTION Participate in Company's induction program, with a particular emphasis on correct use and maintenance of personal protective equipment, healthy lifestyle, personal precautions for prevention of transmissible diseases. Participate in Company's information campaigns on the subjects of personal protective equipment, healthy lifestyle, and personal precautions for the prevention

of transmissible diseases through briefings, collaboration in newsletters, as and when requested by Company's Management. Offer counseling services (within his/ her skill levels) to employees and protect confidentiality as appropriate. Ensure onward referral, where appropriate of employees with emotional or adjustment problems that may affect fitness for duty or workplace safety. Advise employees on general matters relevant to their health and well-being. Present information to the clients/sites employees on healthy lifestyle (alcohol, drugs, smoking, diet, weight control, exercise, etc.) or other health-related topics (blood pressure, cholesterol and heart disease, communicable diseases, etc.).

IMMUNIZATION/CHEMOPROPHYLAXIS PROGRAM (WHERE APPLICABLE) In conjunction with client and International SOS standards, ensure that appropriate immunization/ chemoprophylaxis recommendations are understood and implemented by the workforce as required (e.g., immunization for Hepatitis B, prophylactic medications for malaria). ADMINISTRATION IN AREAS OF RESPONSIBILITY Ensure and maintain all project emergency response and preparedness Procedures. Ensure an effective and organized delivery of medical services through a self-audit program. Secure and protect patient confidential information. Maintain inventory control and security of all drugs and consumables and arrange for supply at appropriate intervals. Preparation, distribution and presentation of weekly and monthly reports as directed and requested by Consortium and client Management. REPORTS, DOCUMENTATION & COMMUNICATION Ensuring that daily, Weekly, Monthly / Handover reports as requested are accurately completed and delivered to the Consortium Medical and Operation lead. Submission of detailed reports after every emergency cases in line with the Medical Services P&P's. Report on actual areas of concern to relevant managers and ensure areas of concern have been addressed. Ensuring that all patient reports are accurately completed. Ensuring that the times are filled in correctly. Ensuring of patient confidentiality. Ensuring all documents are completed according to policy. QUALITY OF SERVICE IN AREAS OF RESPONSIBILITY Collaborate with the International SOS Quality team to establish standards and procedures for implementing quality measures on the Total Tilenga project. This implementation will occur through the Consortium set up by International SOS, City Medical, and City Ambulance. Work with the support of the Consortium Quality team to create project-specific audit tools. These tools will facilitate monitoring the quality of services provided to the client. Ensure that all site facilities are operational to set criteria and set standards. Ensure that all emergency P&P's and standards are tailored for the project, maintained, and adhered to. Ensure that each site in

the perimeter of the project have a functional CQI program. Ensure a high standard of customer satisfaction taking a direct and personal hands-on approach with individual staff. HUMAN RESOURCES AND TRAINING – ADMINISTRATION IN AREAS OF RESPONSIBILITY Ensure an effective and organized delivery of emergency services through a self-audit program. Assist the City Medical/City Ambulance Human Resources Department for local / national staff; recruitment, screening, interviewing and retention of staff, including development of Job Descriptions. Support and develop with City Medical/City Ambulance Management Team, KPIs for each City Medical/City Ambulance personal mobilized on the Total Tilenga project. Undertake performance management and appraisals against KPI's for all International SOS staff. Support City Medical/City Ambulance in the performance and appraisals of their staff. Ensure all emergency staff working in the Clinics are appropriately qualified and trained according to their Job Description and Scope of Work to provide effective and professional care to all Clinics' patients. Manage / Implement emergency staff Induction and Orientation, Skills Development according to a scheduled training program (weekly and monthly). Maintain records of all emergency staff training, including BLS and Emergency Management. Ensure International SOS staff is enrolled and comply with Elearning requirements. CUSTOMER SERVICE & CQI (CONTINUOUS QUALITY) IMPROVEMENT) IN AREAS OF RESPONSIBILITY Ensure emergency rooms/facilities are managed according to the Consortium Quality Management System (including Consortium Standards and Best Practice Standards) and maintain continuous quality improvement to ensure professional excellence, including medical staffing and services, resource / support management and patient services. Coordinate and chair regular meetings with medical and administrative personnel to address matters related to service operations and enhancement. Participate in the overall development of personal education/skill level by attending corporate training and lectures. Be able and flexible to work any shift according to roster and site requirements. A neat and clean personal appearance. Develop and maintain a hands-on approach with all site staff. Manage the development and implementation of goals and site objectives. Ensure that evaluation and revision of goals are in line with the expectation of the MS operations management. A professional, friendly, tactful attitude and behavior to all site staff. Sure that our MS clients choice of use of International SOS is confirmed by our professionalism and competence A customer service commitment always. Effective communication skills. Professional teamwork with doctors and other members of staff. A positive attitude. Work with the Consortium partner to ensure the implementation and

maintaining of the quality management system. Lead and implement the Consortium Quality Management System tailored for this project by implementing, monitoring / assessing all services and functions in the Clinics (internal quality programs i.e. checks, self-audits). Identify hazards and risks and implement a Risk Management System (including managing and reporting of all incidents). Cooperate / Comply with all Quality Management Practices, including external audits. Ensure staff are trained in and implement the Project designed Quality Management System across all services and functions in the Clinics. Ensure all Consortium standards are known by the staff and implemented, including local laws / regulations and Consortium Policies. Ensure that standards of practice and patient care as laid down according to local regulation and legislation as well as Consortium standards. Ensure all Consortium procedures (and protocols) are communicated to emergency staff, is known and staff comply with all Consortium operational procedures. Ensure implementation of all Consortium Infection Control Standards and Procedures (including cleaning practices / waste management) and local laws and regulations. Manage / develop and maintain regular reviews and updating of local operating procedures and local adapted tools. Ensure that supplies, equipment and staff are adequate to deliver services as contracted. Ensure optimal and efficient utilization of the Clinic's Patient Management System at emergency level. Liaise / cooperate with the Total Chief Medical Officer for all cases managed between the Clinics and the Total Chief Medical Officer and ensure all relevant procedures for the management of cases are known / implemented. Attend daily meetings with direct reports to report on and discuss issues relating to the operation and improvement of services and activities. Promote Health Education for all patients. Participate in the overall development of personal education/skill level by attending corporate training and lectures. Ensure full compliance to Consortium site specific dress and disciplinary code. Maintain a system of continuous quality improvement. Participation in internal and external audits of the service. TRAINING Conduct basic and regular first aid training or refreshers for designated personnel, including CPR, to ensure their knowledge and skills are maintained at an appropriate level. Arrange for periodic simulated exercises and drills for first aid personnel. Ensure that first aid equipment is maintained and checked on a regular basis. Participate in weekly internal CME in the different clinics. Ensure participation and involvement of all emergency staff in the various CME's. Participate in weekly emergency drills in all TOTAL TILENGA clinics. Ensure that the emergency staff are integrated in the resuscitation team and are fully involved in the in-house resuscitation team. OCCUPATIONAL HEALTH & SAFETY (OH&S) Encourage positive

attitudes towards OH&S Ensure all staff including contractors participate in approved OH&S training programs. Ensure the hazard identification & risk management process is utilised effectively to manage OH&S risks. Apply OH&S policy and procedures to ensure compliance with Intl.SOS and regulatory requirements for OH&S at all times. Actively participate in OH&S inspections and audits including corrective actions. Include OH&S performance in staff performance appraisals. Ensure all hazards and incidents are reported and investigated appropriately and suitable controls are implemented. Ensure that staff are equipped with the information, instruction, training, and supervision that they need to work safely. Ensure all plant and equipment is properly maintained. Maintain relevant knowledge of OH&S issues. Act as a role model by demonstrating safe work behaviors. Meet the physical and psychological requirements of role according to the Job Demand Analysis (annex A) C. REQUIRED COMPETENCIES (CRITICAL BEHAVIOURS NECESSARY TO SUCCESSFULLY PERFORM THE JOB) Action Oriented Conflict Management Timely Decision Making Organising Problem Solving Motivating Others Planning Work/Life Balance Customer Focus Detailed Oriented Clinical Skills D. JOB PROFILE Required Work Experience (Brief description of the job-related experience needed to perform the job) Minimum 3-4 years experience in emergency medicine. Working experience on remote sites. Large Oil & Gas site experience will be advantageous Mass casualty management training experience will be advantageous. Required Qualifications (Brief description of the educational background needed to perform the job) Diploma or Bachelor Degree or country equivalent. Post Graduate qualifications an advantage but not essential. Advanced Life Support, ACLS, PALS and ITLS/ATLS accredited. Required Skills and Knowledge (Brief description of technical knowledge or skills needed to perform the job) Knowledge of the OHSA Strong clinical skills. Attention to details and problem solving approach. Ability to interact with various cultures and all levels in a multinational environment. Able to demonstrate a professional manner at all times Will demonstrate initiative Will demonstrate punctuality and good attendance. Will demonstrate neat and clean personal appearance. Required Languages (Brief description of the language skills needed to perform the job) Excellent written and verbal communication in English. French will be advantageous. How to apply : All candidates who meet the criteria outlined above are encouraged to apply under the job vacancy "QSSU-ISO-PMH-PROJECT MEDICAL HEAD". Note : The deadline for applications is no later than 05:00 pm, Friday, May 3rd, 2024. Only shortlisted applicants will be contacted. Q-SOURCING SERVTEC IS AN EQUAL OPPORTUNITY EMPLOYER. ANY SOLICITATION WILL LEAD

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