



## **MANAGER - QUALITY ASSURANCE & MANAGEMENT**

**Workstation- MSB Country Support Office, Dhaka (will be travel field frequently)**

Marie Stopes Bangladesh (MSB), a social business organization, is an affiliate of MSI Reproductive Choices, UK that works in 37 countries across the globe. MSB has been providing access to high-quality healthcare services at an affordable cost in every single region of Bangladesh, since 1988.

MSB is looking for a **Manager- Quality Assurance & Management (Female)** to ensure that clinical services in MS Clinics adhere to MSB clinical standards and national protocols and be an 'expert' source of all technical advice/training/guidance to doctors, paramedics and other service providers regarding matters related to client safety and care.

### **Key Role:**

- Responsible for the clinical governance of obstetric facilities, supporting the General Manager – Clinical Quality Assurance and Management with appropriate quality assurance, accountabilities and governance tools.
- Maintains up to date and comprehensive knowledge of GoB and MSB and MSI global standards, protocols, systems and guidelines as they relate to both clinical services and specifically for obstetrics and new-born care.
- Ensure that all team members are aware and knowledgeable on the relevant clinical MSB/MSI and GoB protocols, systems and guidelines. Making sure the service providers are competent to provide quality services by doing competency assessment of the providers.
- Coordinate and manage any necessary qualitative actions required for successful accreditation, licencing and certification.
- Conduct regular scheduled and unscheduled monitoring visits, observe service delivery and undertake clinical audits to ensure that quality standards are consistently being met.
- Play a key role in conducting timely investigations, reporting all clinical incidents to Head Office and analysing repeat incidents. Determine the underlying causes of incidents and develop and implement action plans to address issues, ensuring action plans are followed up. Implement action and take any corrective or preventative measures required.
- Guide the clinic teams to achieving the bench mark in incident reporting set by MSI.
- Build, motivate and maintain effective clinical teams ensuring that service providers are adequately qualified and trained, are multi skilled and deployed with a multi tasked manner within their scope of competence.
- Monitor the regular use of partograph as required for progression of labour. If necessary provide adequate training to clinic staff.
- Monitor clinical incidents and develop a SMART action plan through the process of investigations.
- Play an active and vocal role in the Medical Advisory Team, bringing relevant agenda items to meetings and always work towards service quality improvements.

### **Key Requirements:**

- Candidate must have degree in MBBS and PGT on Obs & Gynae from a reputed Hospital/Institution.
- FCPS/DGO/MCPS will be given preference.
- Minimum 5 years' experience in the field of reproductive Maternity Hospital/Clinics and monitoring of clinical quality of maternity services/family planning/SAPAC.
- Working in a team approach, skill in communication and report writing, self-organizing capacity. Ready to accept any challenges.

### **Salary and Benefits:**

- Competitive salary & benefit packages will be offered for deserving candidate as per policy.

If you are passionate about making a difference in society then send the application with cover letter, highlighting your suitability for the position via email: [hr@mariestopesbd.org](mailto:hr@mariestopesbd.org) by 9 August 2025.

**Marie Stopes Bangladesh (MSB) is deeply committed to safeguarding and fostering a diverse, equitable and inclusive environment. We prioritize the safety and well-being of all our employees and actively promote a workplace where everyone feels respected and valued. We welcome applicants from all backgrounds, are dedicated to ensuring equal opportunities for all. MSB don't accept any form of influence for recruitment.**