



CAREER OPPORTUNITY

MSI Tanzania is one of the largest providers of Sexual Reproductive Health and Rights (SRHR) services in the country, serving communities nationwide since 1989. We are part of MSI Reproductive Choices, a global organization operating in 36 countries worldwide. Working in close collaboration with the Government of Tanzania, MSI Tanzania delivers high-quality, client-centered reproductive health services and information through multiple service delivery channels, with a presence across all regions in the country.

Our organization is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

MSI Tanzania is gladly recruiting for the following new exciting position:

Clinical Quality Director (1 Position)

Expected Duty Station: Dar es Salaam

Job Summary:

The Clinical Quality Director provides strategic leadership and oversight to ensure the delivery of high-quality, safe, and client centered clinical services across MSI Tanzania's health service system. The role is responsible for strengthening clinical governance, quality assurance systems, and continuous quality improvement initiatives to drive excellence in service delivery and achievement of programme targets.

As a member of the Executive Management Team (EMT) reporting to the Country Director, the Clinical Quality Director provides strategic leadership on clinical governance, quality of care, client safety, workforce capability and clinical risk, ensuring that organisational growth and service expansion are achieved without compromising quality standards.

The role leads and manages the Clinical Quality team, including the Senior Clinical Quality Assurance Supervisor and Clinical Quality Assurance Supervisors, ensuring capacity strengthening, adherence to national and MSI global standards, and a culture of accountability and continuous improvement.

Among the Key Responsibilities:

Key Responsibility 1: Direct and manage the strategic development and implementation of Program Governance efforts

- Ensuring compliance with the MSI and MOH Clinical Governance Framework and Organisational Clinical risk Management.
- Lead the development, implementation and continuous strengthening of MSI Tanzania's Clinical Governance Framework to ensure effective oversight of quality, safety, clinical effectiveness, workforce competence and accountability across all service delivery channels.
- Establish, roll out and regularly monitor the systems of clinical audit across all service delivery channels with mechanisms to identify and remedy areas of concern and escalation as necessary.
- Take appropriate action to successfully fill gaps in technical quality or performance and lead capacity building programmes for direct service delivery staff across all channels.
- Provide clinical governance oversight and client safety assurance for new services, service delivery channel expansion, programme scale-up and organisational growth initiatives.
- Informs the senior management team and operation channel leads on the most efficient ways to achieve program's targets while maintaining client safety.

‘We serve our clients with a smile😊, always’

- Convene the MSI Tanzania Medical Advisory Team (MAT) quarterly in line with MAT Terms of Reference, discuss clinical quality issues, agree on actions to improve quality and submit MAT meeting minutes to the Regional Medical Advisor (RMA) for review.
- Lead identification, assessment, mitigation and escalation of clinical risks and provide regular assurance reporting to EMT and the Country Director.
- Coordinate the Clinical Directorate's Business Plan inputs, ensuring adequate human and material resourcing of QA across all Channels.
- Manage systems for the prevention and detection of fraud, including ensuring that all departmental staff are trained on organizational fraud and bribery policies and that controls are adhered to.

Key Responsibility 2: Develop and oversee the implementation of MSI clinical Quality Assurance Systems, policies procedures and activities across all channels

- Oversee implementation and the quality of routine clinical audits across all channels, including development of clinical auditors.
- Ensure that all supervisors are competent and have been inducted in line with MDT's recommendations for assessors.
- Ensure all service providers are competent to provide clinical services, with valid registrations as per compliant authorities of specific cadres and are competency assessed in all services they provide.
- Ensure competency assessment findings are translated into targeted professional development, mentorship and quality improvement interventions.
- Ensure high standards of client-centredness by overseeing a functioning client feedback collection and analysis system and clients are aided to informed decision making through proper counselling protocols.
- Oversee an effective incident reporting and investigation system in all channels, including dissemination and discussion of lessons from all serious incidents reported.
- Oversee client safety by ensuring that all service delivery points maintain a high standard of infection prevention control and medical emergency management.

Key Responsibility 3: Develop strategies for good client data management

- Ensure systems and training are put in place to promote good client data management practise as per MSI global data protection requirements.
- Work with all other directors to ensure that MSI Tanzania service data validation standards are fully complied with across all service delivery channels and adherence to them is monitored on at least a quarterly basis.
- Conduct regular monitoring and internal systems audits across all service delivery channels to identify and remedy areas of concern, challenges and escalation to CD as necessary.
- Use clinical quality, service delivery and client experience data to identify trends, inform strategic decision-making, prioritise quality improvement initiatives and support organisational performance management.
- Supervise and direct the implementation of measurement and analytical reporting for service delivery channels and operations.
- Maintains all major clinical quality databases with periodic updates data.
- Collaborates with Technical and Operational teams in operating a validation system that assures that services are only reported from competent providers in supported sites.

Key Responsibility 4: Leadership and people management

- Provide leadership and guidance to the Department to achieve the organization's mission and strategic objectives.
- Develop and implement workforce development and succession plans to ensure sustainable technical capability and leadership continuity.
- Proactively mentor and/or coach direct reports to critically assess opportunities to improve efficiency and



maximize impact.

- Ensure that the structure of the Department is fit for purpose and that all roles and responsibilities are relevant to the needs and demands of the organization and that goals and strategies are clearly communicated to all team members.
- Represent MSI Tanzania with government authorities, professional bodies, donors, technical partners and external stakeholders on matters relating to clinical quality, client safety and service excellence.
- Perform any other duties that are incidental to the achievement of the organisation's mission, strategies and objectives that may be assigned by the Country Director.
- Role model MSI core values and demonstrate MSI behaviours at all times.

Minimum Requirements

Qualifications:

- Master's in public health /business administration / policy development / Communication or equivalent.
- Medical Doctor.
- Must be registered with relevant bodies including authorized to practice.

Experience:

- A minimum of 7 years sound experience in Senior strategic leadership position in health setting.
- Demonstrated experience in clinical governance, quality assurance, patient safety and quality improvement within complex health programmes.
- 10 years Clinical and Technical experience in FP, SRH Counselling and VCT service delivery.
- Experience in conducting clinical quality training to clinical staff.
- Proven public health management and people management skills that motivate high performing teams and encourage innovation and creativity.
- Experience managing donor funded programs is highly desirable.
- Demonstrated ability in facilitating staff capacity development at all levels.

Skills:

- IT skills with the ability to analyse data for strategic purposes and decision making.
- Strong networking skills and advocacy skills required.
- Excellent communication skills, particularly around negotiation, influencing and conflict management.
- Excellent verbal and writing communication skills in Kiswahili and English.
- Experience of working independently and as part of a dynamic team.
- Good Interpersonal skills as well as fluency in English and Kiswahili languages.

If you feel that are able to meet the requirements and you are motivated enough to be part of the team, please send your applications including your curriculum vitae (CV) and a cover letter detailing your suitability and why you are interested in the post to the address below:

Director of People and Culture
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Dar Es Salaam

Telephone: +255 22 2774991/4

VOIP +255 768 987 780

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Closing date: All applications should reach the addressee by **13th September 2026**. Please note that only shortlisted candidates will be contacted.