

Terms of Reference
Administrative Assistant (Short Term)
(Certification Cell - Quality Improvement Division, NHSRC)

National Health Systems Resource Centre (NHSRC) has been set up under the National Health Mission (NHM) as an autonomous registered society, to channelize technical assistance and capacity building support to the states for strengthening the public health system. The NHSRC is also mandated to contribute towards National strategic health planning and programme design.

If you have a commitment to health equity and excellence, here is a unique chance to work with a team committed to shaping the public health landscape in India. The position offers you an opportunity to participate in the process of strengthening health systems, improving health service delivery and enabling positive health outcomes, through hands on implementation assistance at national, state and district levels. Working with a trans disciplinary team, you can discover, adapt, co-create and disseminate solutions to multiple challenges related to service delivery systems, universal primary health care, human resources for health, community processes, health financing, quality of care, public health planning and health promotion. This is an opportunity to support health systems strengthening at scale, learn from district and sub district implementation, undertake knowledge translation, and enable realization of the vision of universal health coverage.

For improving Quality of care of services, delivered at the public health facilities, National Quality Assurance Standards were developed under the National Health Mission. For this initiative, NHSRC performs task of the secretariat on behalf of the Ministry of Health & Family Welfare. In the year 2013, QA Operational Guidelines and Quality Standards for District Hospitals were launched by the Ministry of Health & Family Welfare. This was followed by development and launch of Quality Standards for Community Health Centres (CHCs) and Primary Health Centres (PHCs), followed by Quality Standards for Urban PHCs in the subsequent years. There is an explicit system of measurement of extent of compliance against each of the National Quality Assurance Standard (NQAS). Each Quality standard has measurable elements and checkpoints.

For implementation of the NQAS, an independent Certification Cell has been created within the Quality Improvement Division for managing NQAS and LaQshya Certification Programmes with the aim of following objectives:

1. To plan the National Assessment of Public Health Facilities under NQAS & LaQshya
2. To review the assessment report for accuracy and completeness
3. To finalize the draft report of assessed health facilities as per the award criteria and provide recommendation to the MoHFW
4. To liaison with MoHFW for assessment findings and certifications.
5. To ensure timely dispatch of all NQAS and LaQshya certificates to the certified facilities.
6. To collect and analyse assessment feedbacks of assessors from the assessed facilities and ensure timely corrective and preventive actions through proper channel.
7. To share the gap report with the health facility for improving Quality through closing gaps and identifying opportunities for Improvement
8. To monitor the health facility's continued compliance with standards through annual review of Surveillance audit report of the facility
9. To support all the IT related work/Maintenance of records for of Dash Board/certification cell IT portal

For supporting above mentioned tasks, NHSRC intends recruiting Administrative Assistant (Short Term) purely on a contractual basis.

Role & Responsibilities:

- Office Procedure related to Certification Cell of Quality Improvement Division, routine correspondence, drafting & noting.

- Undertake systematic collection, documentation and presentation of all relevant information related to certification.
- Support the Sr. Consultant, Consultant, Fellows and Interns of certification cell for all kind of correspondence with NQAS /LaQshya certificates.
- Gather timely updates with reference to letter issued & received from State/UTs as well as from Ministry of Health & Family Welfare.
- Maintenance of records of certificates along with their printing as & when required
- Ensure timely dispatch of all letters to MoHFW and States/UTs.
- Ensure timely dispatch of all NQAS and LaQshya certificates to the States/UTs.
- Coordination & Liaising with all the State/UT In-Charges within QI Division for timely processing of documentation verification as well as scheduling of the external assessments
- Maintenance of paper as well as electronic documents of Certification Cell, QI Division
- Any other work as assigned by the Advisor and Senior Consultant, QI Division, NHSRC pertaining to Certification Cell.

The position requires strong moral and ethical code of conduct with essence of integrity, confidentiality while undertaking the responsibility.

Qualification and Experience:

- Graduate in any stream
- Minimum 05 years of relevant experience in Administration
- Excellent administrative, organizational skills with attention to detail
- Excellent proficiency in MS-Office-Microsoft Word, Excel, Power Point Presentation, Web-site and Data Base Management
- Should be aware of Govt. Rules and Regulations, General Financial Rules, Government e-marketing,
- Ability for draft notes / official letters in English & Hindi but handling routine correspondence independently.
- Knowledge of Hindi Typing and previous experience of Government office procedures will be added advantage.

To be able to meet stringent guidelines at short notices and operate in an evolving environment.

Desirable: Preference will be given to candidate having experience in Government, Quasi Government departments or Government funded autonomous institutions.

Qualification & Experience may be relaxed for deserving candidates

Age: Below 40 years (As on last date of receiving applications)

Age criteria may be relaxed in case of Ex- Servicemen or for exceptional candidates with required skills.

Work Location: New Delhi with requirement of occasional local travel.

Contract Tenure: Three months and extendable

Remuneration Range: Between Rs. 27,500/- to Rs. 43,999/- per month.

****Fee offered within the band will be commensurate qualification and experience***

How to Apply: Candidates are requested to download the application form attached with the TOR, which is uploaded on the NHSRC website and email the duly filled application form to shortterm.nhsrc@gmail.com by **27th January 2020**. Application submitted in other format will not be accepted. Please ensure to mention post applied for on the application form, without which the application form will not be accepted.