Job Title: Chief of Outpatient Clinical Services

BACKGROUND

Village Health Works (VHW) is a joint American-Burundian NGO based in Kigutu, Bururi Province whose mission is to provide quality, compassionate health care in a dignified environment while treating the root causes of illness, poverty, violence, and neglect in collaboration with those we serve. VHW’s approach integrates clinical services with education, food security, economic development, environmental protection, music and the arts.

Currently VHW operates VHW engages in a wide array of clinical and community programs in a catchment area of 200,000 people within the provinces of Rumonge and Bururi. Our clinic provides over 51,000 outpatient consultations per year. Our 60-bed low acuity inpatient wards provides basic adult and pediatric non-operative inpatient services including treatment of malnutrition and performs uncomplicated obstetrical deliveries. These services are administered by our staff of generalist physicians under the supervision of our Medical Director and Chief Medical Officer.

Village Health Works has embarked on an ambitious plan to expand our clinical care to provide comprehensive medical care including obstetrical and surgical services. To achieve this goal, VHW is constructing and equipping a new 150-bed state of the art hospital with 4 operating rooms. Construction and instalation of equipment will be completed by the summer of 2022 with a projected clinical opening in the second half of 2022. To provide excellent care we must also expand the scope and skills of our clinical staff through training, teaching, hiring and through the development and implementation of systems that are framed by high quality
norms and standards. While this work is currently underway, there is much more required to open safely in the second half of 2022.

**Position Overview**

The Chief of Outpatient Clinical Services leads and mentors the organization’s primary care clinical staff, specialty clinics and mental health and sets strategic direction for all aspects of primary care services with the Clinical Services Group Leadership team - Chief Medical Officer, Chief Nursing Officer, Chief of Community Health/Monitoring and Evaluation and the Chief of Operations. The Chief of Outpatient Clinical Services also establishes clinical culture and promotes the professional, clinical, and ethical values and standards to which all Primary Care Clinical staff are expected to adhere. The Chief of Outpatient Clinical Services promotes the quality and safety of care, establishes, and maintains the organization’s standards of clinical care, and has the responsibility for the clinical culture of service excellence, patient safety and continuous improvement. The ideal candidate is both able to lead by example and lead by teaching those around her/him, taking the opportunity to turn any situation into a team building and/or capacity building moment.

Reports directly to the Chief Medical Officer

Liaises with: Generalist Clinical Staff, Senior Physicians/ Chiefs of Clinical Services, Chief Nursing Officer, Ancillary Service Chiefs (Including: Pharmacy, Laboratory, Radiology, Biomedical Engineering, Sterilization), Chief of Clinical Quality and Training, Head of Information Technologies

**Qualifications**

- License to practice medicine as a medical doctor or osteopathic physician
- Minimum Four years’ experience providing clinical care in integrated primary care and behavioral health.
• Demonstrated experience in training junior staff
• Experience with quality assurance and monitoring and evaluation frameworks
• Experience in resource poor settings
• Demonstrated leadership qualities
• Fluency in English is required and fluency in French is preferred

Preferred Qualifications
• Minimum Seven years’ experience in providing medical care as a medical provider for individuals in a Primary Care, Public Health.
• Clinical experience providing services and/or leadership within low resource and/or international clinic setting

Function/Duties of Position

Clinical Activity and Leadership:

• Serves as clinical leader for primary care including availability for brief clinical consultation, provision of clinical teaching, clinician mentoring, and modeling of exemplary clinical practice
• Provides direct patient care 0.4 FTE in a team setting at VHW Outpatient Clinic
• Holds accountability for the cultivation and management of a workforce culture that drives for clinical performance in the outpatient area.
• Serves as the clinical leader of the outpatient clinical services group and is engaged in the discernment, development and strategic planning required to successfully meet the organizations priorities and performance goals.

Management and Supervision

• Responsible for the recruitment, evaluation and retention of Senior Medical Physician in Outpatient care who supervises outpatient generalist physicians
• Provides support and leadership for the Senior Medical Physician in Outpatient for programs they supervise as needed.
• In collaboration with the Senior Medical Physician in Outpatient, manages and supervises generalist physicians in all primary care professional and clinical domains, including providers on the behavioral health team.
• Ensures all providers receive appropriate staff development, in-service training, and performance review.

**Assurance of Superior Quality of Medical Care**

• Responsible for the development and the representation and promotion of all medical practice guidelines, policies, and protocols for the Outpatient Department Primary Care through the Clinical Standards Committee.
• Identifies, selects, and oversees implementation of clinical evidence-based practices and “best practices”
• Supports the development of new clinical programming pursuant to clinical excellence in the provision of primary care services
• In collaboration with the Clinical Services Group leadership is responsible for clinical safety monitoring, ongoing clinical risk assessment, and promotion of just culture within VHWs programs.
• In collaboration with the Clinical Services Group leadership is responsible for monitoring, and improving/maintaining financial performance
• In collaboration with the Clinical Services Group leadership is, responsible for monitoring and promoting improvement or maintenance of MOH clinical performance metrics and certifications

**Salary and Benefits**

Competitive salary, commensurate with experience.

**How to apply:**

Qualified candidates are encouraged to submit a CV and a thoughtful cover letter describing your experience and how it applies to this position along with 3 professional references to:
physicianjobs@villagehealthworks.org. Please include “Chief of Outpatient Clinical Services” in the subject line of your email. Submissions should be in English.

Village Health Works considers all applicants on the basis of merit without regard to race, color, religion, gender, gender, age, national origin, disability, marital status, sexual orientation, veteran or military status.