

JOB VACANCY

BASE	Hassaka
POSITION	Health Quality Programming Officer

Position Information

- Position Title: Health Quality Programming Officer
- Location: Al-Hasakah Governorate, Syria
- Line Manager: Health Quality Programming Specialist

Position Purpose

- The Health Quality Programming Officer (HQPO) supports the implementation, monitoring, and continuous improvement of health service quality interventions across supported health facilities in Al-Hasakah Governorate. The position contributes to quality assurance and quality improvement (QA/QI) activities, health facility assessments, supportive supervision, data collection and analysis, capacity-strengthening initiatives, and follow-up of quality improvement plans.
- The HQPO works under the direct supervision of the Health Quality Programming Specialist and collaborates closely with health programme, monitoring and evaluation, information management, and field teams to ensure the effective implementation of quality improvement initiatives and achievement of project targets.

Key Roles and Responsibilities

- Conduct routine health facility quality assessments, clinical observations, and supportive supervision visits according to approved tools, plans, and schedules.
- Collect, validate, compile, and analyze quality of care data from supported health facilities on a monthly basis and ensure timely submission of quality monitoring reports.
- Support the development, implementation, and monitoring of facility-specific Quality Improvement Plans (QIPs), including tracking progress against agreed indicators, targets, and timelines.
- Monitor key quality indicators including patient satisfaction, adherence to clinical protocols, infection prevention and control (IPC) practices, patient safety measures, referral effectiveness, and availability of essential medicines and supplies.
- Prepare assessment reports, supervision reports, action trackers, and quality dashboards with evidence-based recommendations for improvement.
- Support the implementation of quality improvement initiatives and follow up on corrective actions identified through assessments, audits, and supervision visits.
- Assist in organizing and facilitating training sessions, workshops, mentoring activities, and on-the-job coaching for health workers on quality standards and quality improvement methodologies.
- Support the development, review, adaptation, and dissemination of standard operating procedures (SOPs), job aids, checklists, and technical guidance documents.
- Maintain accurate records and documentation of quality improvement activities, assessments, lessons learned, and best practices.
- Participate in baseline, midline, end-line, and ad hoc assessments related to health service quality and health systems strengthening.
- Coordinate with facility management teams and programme staff to ensure timely implementation of agreed quality improvement actions.

- Provide monthly progress updates to the Health Quality Programming Specialist highlighting achievements, challenges, risks, and recommendations.
- Represent the programme in technical meetings and field-level coordination activities when requested by the Health Quality Programming Specialist.

Essential Qualifications and Experience

- Syrian nationality.
- University degree in Medicine, Nursing, Public Health, Pharmacy, Health Sciences, or another relevant health-related field.
- Minimum two (2) years of professional experience in health programmes, health facility support, quality improvement, quality assurance, clinical services, or health systems strengthening.
- Experience conducting health facility assessments, supportive supervision, data collection, monitoring, and reporting.
- Good understanding of quality improvement principles, infection prevention and control, patient safety, and healthcare quality standards.
- Experience facilitating training, mentoring, or capacity-building activities is desirable.
- Good knowledge of Health Information Systems (HIS), data management, and data quality assurance processes.
- Strong analytical, organizational, and report-writing skills.
- Professional working proficiency in Arabic and English; knowledge of Kurdish is an asset.
- Willingness and ability to travel regularly throughout Al-Hasakah Governorate.

Preferred Competencies

- Knowledge of quality improvement methodologies such as PDSA cycles, root cause analysis, clinical audits, and continuous quality improvement approaches.
- Strong interpersonal and communication skills.
- Ability to work effectively in multidisciplinary teams.
- Strong planning, prioritization, and time-management skills.
- Ability to work under pressure and meet tight deadlines.
- Problem-solving and results-oriented approach.
- Commitment to accountability, quality, and professional development.

How to apply

Thank to send your application with a resume, cover letter, to:
vacancy.syria@unponteper.it
Deadline for submitting applications: 27July 2026