

JOB VACANCY

BASE	AlHasakah
POSITION	Health Quality Programming Specialist

Position Information

- Position Title: Health Quality Programming Specialist
- Location: Al-Hasakah Governorate, Raqqa Governorate
- Line Manager: Health Coordinator

Position Purpose

- The Health Quality Programming Specialist (HQPS) is responsible for providing technical leadership for the design, implementation, monitoring, and continuous improvement of health service quality interventions. The position supports evidence-based quality improvement programming through health facility assessments, quality assurance and quality improvement (QA/QI) systems, capacity strengthening, supportive supervision, operational research, and performance monitoring.
- The HQPS will serve as a core member of the Health Department and work under the technical supervision of the Health Coordinator and Health Governance Specialist. The position will work closely with the Information Management Specialist and provide direct technical supervision and mentoring to Health Quality Programming Officer(s). The HQPS will also identify and mobilize additional technical expertise when required to achieve project objectives.

Key Roles and Responsibilities

- Lead the design, implementation, and periodic review of health service quality frameworks, standards, indicators, and quality improvement plans across supported health facilities in Al-Hasakah Governorate and other target governorates in Syria in close coordination with DoH/MoH and other active stakeholders.
- Conduct and oversee baseline, midline, and end-line quality of care assessments; ensure findings are translated into measurable quality improvement actions with clear timelines, responsibilities, and performance targets.
- Analyze, validate, and interpret data related to quality of care indicators, including patient experience and satisfaction, clinical outcomes, adherence to clinical guidelines, infection prevention and control (IPC), patient safety, referral effectiveness, and availability of essential medicines and medical supplies in line with available national frameworks and guidelines.
- Develop and maintain a monitoring framework with SMART quality indicators and performance dashboards to track progress against project targets on a monthly and quarterly basis.
- Review and approve assessment reports, quality audits, supportive supervision reports, and quality improvement plans; ensure recommendations are evidence-based, actionable, and aligned with national and international public health standards.
- Provide technical coaching and capacity strengthening to Health Quality Programming Officers, Area Health Officers, and other relevant staff on quality improvement methodologies, clinical governance, quality measurement tools, clinical audits, and performance improvement approaches.
- Lead the development, revision, adaptation, and dissemination of standard operating procedures (SOPs), clinical pathways, quality standards, and technical guidelines to improve service delivery quality and patient safety.
- Lead of on costing of targeted QIPs and interventions in identified target PHCCs.
- Monitor implementation of quality improvement initiatives and ensure that at least quarterly reviews are conducted to assess achievements, identify gaps, and implement corrective actions.

- Document and disseminate best practices, innovations, lessons learned, and success stories related to quality improvement programming.
- Facilitate senior-level technical consultations and stakeholder engagement to ensure ownership, alignment, and endorsement of quality improvement priorities and action plans.
- Coordinate closely with programme, MEAL, health information, and operational teams to integrate quality improvement approaches across all health interventions.
- Prepare high-quality internal and donor reports, including monthly, quarterly, annual, and ad hoc reports, ensuring accuracy, completeness, and timely submission.
- Represent the organization in technical working groups, coordination forums, assessments, and stakeholder meetings related to health service quality and health systems strengthening.
- Supervise, mentor, and support Health Quality Programming Officer(s) through agreed performance objectives, regular coaching sessions, and documented professional development plans.

Essential Qualifications and Experience

- Syrian nationality.
- University degree in Medicine, Nursing, Public Health, Pharmacy, Health Management, or another relevant health-related discipline. A master's degree in Public Health, Health Systems Management, Quality Management, Epidemiology, or a related field is highly desirable.
- Minimum three (3) years of progressively responsible experience in the design, implementation, monitoring, and evaluation of health programmes, including quality improvement or health systems strengthening interventions within humanitarian or development settings.
- Demonstrated experience in developing and implementing quality improvement plans, clinical guidelines, SOPs, health facility assessments, and supportive supervision approaches.
- Proven experience delivering technical training, mentoring, and capacity-building activities for health professionals.
- Strong knowledge of Health Information Systems (HIS), health data quality assurance, data analysis, and performance monitoring.
- Excellent analytical, report writing, presentation, and communication skills.
- Professional working proficiency in English and Arabic; knowledge of Kurdish is an asset.
- Full-time availability and commitment for the duration of the project contract.

Preferred Competencies

- Proven experience conducting health facility assessments, quality audits, accreditation readiness activities, or quality assurance reviews.
- Strong understanding of quality improvement methodologies, including PDSA cycles, root cause analysis, clinical audit, supportive supervision, and continuous quality improvement approaches.
- Good understanding of health systems strengthening and governance principles.
- Demonstrated leadership and team management skills.
- Experience in project planning, implementation, monitoring, and reporting.
- Good knowledge of project cycle management and results-based management.
- Ability to prioritize workloads, meet deadlines, and perform effectively under pressure.
- Strong interpersonal, coordination, facilitation, and stakeholder engagement skills.
- Commitment to accountability, quality, and continuous learning.

How to apply

Thank to send your application with a resume, cover letter, to:

vacancy.syria@unponteper.it

Deadline for submitting applications: 27July 2026