



Job Description

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Job Title Regional Operations Director	Job Location Arusha	Category Operations, Operations
Job Type Full Time	Job level Senior Manager	Industry Health & Medical, Non-profits (NGO)

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Health & Medical: 5 Years
Secondary Industry Non-profits (NGO): 5 Years	Primary Category Operations: 5 Years	Secondary Category Operations: 5 Years
Certificate -	Qualification -	

Summary

Responsible for the strategic and tactical leadership of 5 or more dialysis centers within their region, overseeing and supporting day-to-day center operations. Identifies and develops strategic growth opportunities, monitors center performance and works closely with the Country Director and management to develop strategies and address issues in alignment with AHN's mission and values. As a member of the Country senior management team, the ROD has full accountability of the P&L, as well as all issues related to clinical outcomes, team management/culture, and growth.

Scope of The Role:

- Strategy Formulation & Execution
- Leadership & Administration
- Team culture and development
- Financial Management (full P&L accountability)
- Business Development

Responsibilities

Strategy Formulation & Execution:

- Partner with the Country Director in defining the overall strategy for the region, develop clear operational plans for execution, and continually identify opportunities to add value and maximize impact
- Work with country management to ensure robust policies and systems, in alignment with global policies and compliance with local law
- Ensure that new clinics are implemented with sound practices (managerial, technical, financial, etc) and that the processes and activities adhere to the organizations policies, legal and contractual obligations, and global standards
- Identify areas within the technical teams (biomedical, medical, clinical operations, center management) where we can improve operations, reduce cost while improving care outcomes and work with senior country leadership to roll-out

Leadership/ Administration:

- Lead and inspire center management to ensure high quality patient care
- Review, analyze, and address gaps in service excellence, policies, and/or procedures proactively; identify issues and implement solutions.
- Oversee management of each center's daily operations, including contracting with vendors, compliance with local laws, etc
- Plan and execute specific initiatives as developed with country management

- Lead regular meetings with staff and provide training, feedback and mentoring

Business Development & Volume Growth:

- Identify, assess and establish additional partnerships within the region, as appropriate
- Support the New Centers team to ensure delivery of new centers on schedule and within budget
- Strategise and execute on initiatives to increase volumes

Financial Management:

- Oversee the financial management of clinics with the region, working alongside the local finance lead, including monthly cash flow and financial reporting, audits, cash allocations, and budget forecasting and planning

External Relations:

- Nurture relationships and liaise professionally with hospital partners, multi-lateral, public institutions, etc and maintain a thorough understanding of the health landscape in the region
- Develop communication materials, make presentations and represent at public forums in the region
- Maintain appropriate communication with management to ensure that global capabilities are being fully leveraged

Supervisory Responsibilities (Direct Reports):

All staff within the region, including:

- Center Operations Manager
- Regional Head Nurse
- Biomedical Engineer
- Nutritionist
- Center Heads

In some cases, there may be dual reporting to both the Regional Operations Director and an in-country or cross country functional lead (e.g. Regional Head Nurse reporting to both Regional Operations Manager and country/ cross country Nursing Lead)

Education & Qualifications

- Bachelor's degree required; and experience in a health-related field. Masters ideal.
- At least 10 years of work experience in the private or public sector, with increasing levels of responsibility and leadership across functions

Characteristics

- Ability to develop strong relationships with external stakeholders
- Ability to work independently and effectively in high-pressure, fast-paced environment and handle multiple tasks simultaneously with minimal supervision; set priorities, delegate and work independently
- Experience conceiving, planning and executing programs or projects with verifiable results
- Ability to mentor and lead teams for strong consistent performance
- Ability to work with limited budgets and human resources without extensive structural or operational support
- Exceptional communication, analytical and problem solving skills
- High levels of proficiency in Microsoft Word, Excel, PowerPoint
- Strong work ethic and flexibility, respectful of local norms and culture, ability to work with humility and urgency
- Willingness and ability to get into the weeds, and solve problems at hand if needed
- Knowledge of global healthcare systems
- Passion for the mission of expanding access to high quality care
- Ability to travel with the region 25% to 50% of the time

Reporting To

- Country Director of Tanzania

Driving Licence

Not Required

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