JOB DESCRIPTION

JOB TITLE: DIRECTOR OF MEDICAL SERVICES NPHI

Level in Organization Chart: Executive Management

EXECUTIVE DIRECTOR

DIRECTOR OF MEDICAL SERVICES & MEDICAL DIRECTOR

Reports to: Executive Director  Area/Department: Medical Services

NPHI MEDICAL SERVICES BACKGROUND

The Medical Services Department was formally organized in 2006 in response to the need to unify criteria and set standards for the health services that NPH provided across nine countries in Central and South America.

Prior, each of the nine NPH countries worked within and monitored compliance with its own standards. Management of clinical services was decentralized. In the early 2000s, leadership recognized the need to provided structure and oversight to healthcare-related work within our fast-expanding enterprise. This move was supported by informed donors and fundraising offices.

Today the Medical Services comprises healthcare professionals from many countries with experience in pediatrics, primary healthcare, and public health. We work closely with NPH National Directors and local health professionals to make sure the overall goals are met and universal standards are complied with by guiding, training and collaborating with teams in the local settings.

The composition of the child population of NPH homes is evolving. In recent years the trend is moving from helping children in residential care facilities to community settings and other care delivery modes.
At one time, the Medical Services department comprised four full-time Regional Medical Coordinators, a Director of Medical Services, and a Medical Director. With the changes in population, there has been a shift in staffing and areas of focus.

Today, the Regional Medical Coordinator roles have evolved into halftime and quarter-time positions. The Director of Medical Services also serves as NPHI Medical Director and Regional Medical Coordinator for one territory. The Director of Medical Services role involves administrative duties and team management, while the Medical Director focuses on research and case study.

**NPHI MEDICAL SERVICES MISSION AND VISION**

To support in a subsidiarity way local health staff and national directors to provide optimal, evidence-based healthcare that adheres to best practices and international standards.

The ultimate goal of the Medical Services is to enable children to live as healthfully as possible to reach a productive and meaningful adulthood.

Medical Services, by having a global view of the health programs in each country and by its specialized expertise, ensures that the quality of care NPH deliver complies with international standards.

NPHI policies and health programs are based on World Health Organizations (WHO) recommendations, aligned with appropriate United Nations’ Sustainable Development Goals SDG, and evidence-based protocols. NPH health programs meet, and often exceed, local government requirements.

**I. JOB PURPOSE (OBJECTIVE)**

The Director of Medical Services (DMS) is responsible for providing sustainable quality healthcare for the NPHI organization based on international standards and taking into consideration local customs and challenges. He/She will work with the local medical staff and the NPHI Healthcare Team (medical team) to establish a centralized medical program for children, as well as search for and secure interventions and support abroad when local medical services do not suffice, including surgeries, second opinions, and medicines, among other needs not available locally.

The DMS also acts as regional medical coordinator for a predetermined assigned territory.

**II. MAIN RESPONSIBILITIES AND FUNCTIONS (DUTIES)**

The DMS has the final responsibility to meet present and future medical challenges
across NPHI as an organization. The DMS is responsible for guiding the compliance of various health programs (in the homes and communities), monitoring the rational use of medicine in the homes (based on WHO Essential In Vitro Diagnostic (EDL) standards), fulfilling basic health requirements of NPH core programs, including, but not limited to immunization, nutrition, follow-up of malnourished populations, disease prevention by common vectors, ensuring safe drinking water for all, mental health services for all, and preparing long- and short-term goals for the NPHI medical services department.

### III. MAIN ACTIVITIES

- **Strategic Planning:** The DMS develops the proposal for an annual work strategy for the NPHI medical services department to be approved by the Executive Director and Board of Directors. He/She evaluates and approves annual work plans and strategies for the homes, working with the regional medical coordinators, local staff, and national directors. In collaboration with the medical team, the DMS decides priorities and long- and short-term goals in healthcare.

- **Input into Funding & Financial Planning:** The DMS, in collaboration with the Executive Director and NPHI Board of Directors, develops an annual financial plan and ensures that healthcare services can be delivered and standards met within this budget and that there are sufficient funds for emergency cases. Unplanned funding can also be sought through the support of the international fundraising offices. The Medical Services Director, with the NPHI Executive Director, is the owner of the Emergency Fund established to support quick and effective action in cases of individual or public health emergencies.

- **Management of Medical Staff:** The DMS ensures that each home has sufficient and well qualified medical staff according to the needs of the home, based on NPHI medical policies. He/She monitors and provides guidance to Regional Medical Coordinators (RMCs) and local medical staff.

- **Coordination in Communication:** The DMS leads and works closely with the medical team in order to obtain the most professional advice on complicated medical cases, campaigns, and other issues. He/She bridges communication between NPHI, homes, fundraising offices, and medical teams.

- **Management of Country Consultants (Regional Medical Coordinators):** The DMS leads and works closely with the four country consultants or RMCs (assigned by territory, e.g., Mexico, the Caribbean, Central America, and South America) to monitor and provide guidance to
support and train local health supervisors.

- **Liaison with Ethical Committee:** The DMS consults with and participates in discussions with NPH local and international ethical committees when ethical questions arise. The DMS encourages countries to form local ethical committees as a subsidiarity initiative.

- **Monitor Rational Use of Medicines:** The DMS is responsible for the rational and appropriate use of medicines in the homes, ensuring that all patients receive medications appropriate to their clinical needs, in doses that meet their individual requirements for an adequate period of time and at the lowest cost for the organization. The DMS advises, monitors, and controls the use of essential drugs based on WHO guidelines.

- **Immunization:** The DMS ensures that each child is properly vaccinated according to the latest international guidelines feasible for NPH and within reasonable context for each country.

- **Management of Protocols:** The DMS provides input, advice, and approval for the preparation and implementation of protocols for the most common children's diseases and outbreaks, including mental health and sexual reproductive education for all, to be followed by medical staff in the homes. The DMS informs the country directors and medical staff about medication alerts or other issues that require special attention.

- **Owner of Healthcare Manual:** The DMS provides input, advice, and approval for the preparation and implementation of healthcare manuals, with International standard guidelines on health issues to be followed by medical staff in the homes.

- **Set standards for high-quality comprehensive healthcare:** The DMS provides oversight and guidance working together with local teams in both the homes and in NPH community programs.

- **Support Healthcare Core Programs:** The DMS develops and plans the implementation of healthcare core programs, written plans, policies, and procedures.

- **Maintain Policies and Manuals:** The DMS develops and updates health policies and manuals.

- **Management and Maintenance of Medical Data Inventory:** Through the maintenance of an intranet-based database and with the input of local medical staff, the DMS ensures that all medical data for children in NPHI's care is properly registered. This database includes level 1, 2 and 3 lists. Level 1 includes the name of each healthy child and basic information on weight, height, BMI, and vaccination status. Level 2 includes all special cases such as chronic and acute diseases and operations. Level 3 includes urgent and serious cases.
- **Emergency Response Management:** At the advice of local medical staff or national directors, the DMS approves and is responsible for immediate action to be taken for medical emergencies involving a child in order to have the child treated as quickly as possible, both in-country and abroad.

- **Training for Medical Staff:** The DMS provides, monitors, and follows up on training given to local health staff concerning data collection and other public health issues. The DMS organizes a yearly inter-regional workshop for NPH medical staff to discuss and implement guidelines to strengthen the national capacity in providing the best possible healthcare for the children, while maximizing the impact of the workshop by ensuring that participants receive appropriate follow-up support.

- **Travel to NPH Homes:** The DMS is committed to visit each NPH home at least every other year for an extended period of time (at least one week per home per visit) and to ensure that RMCs visit their territories regularly as well, with a goal of one two-week visit per year per country in the region, if possible.

**Confidential Data:** The DMS agrees to adhere to policies that govern the handling of confidential information.

**Compliance:** The DMS will uphold legal requirements, requirements of the institution, and policies and procedures.

**Facility Access:** All NPHI

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**Internal Contacts/Government/Customer:**
- Medical Services team: RMCs, Mental & Reproductive Health Coordinators, EMR Manager
- Family Services
- Local Medical Services Staff at Homes
- Local Health Coordinators
- National Directors
- Assistant National Directors
- COO

**External Contacts:**
- Medical Administration Offices as necessary
- Fundraising Offices
Associates/Direct Reports (Collaborators):
RMCs
Mental & Reproductive Health Coordinator
EMR Manager

Knowledge/Professional Experience Required

- Strong Knowledge of medicine and clinical issues
- Demonstrated ability to monitor, evaluate, and report objectively
- Demonstrated analytics and interpretation skills, including departmental utilization, resource utilization, financial data, and operations data
- Ability to understand medical limitations, if any, due to a country’s facilities or resources
- Strong communication skills
- Strong organization and time management skills
- Bilingual in English and Spanish

Education (Academic Achievement):

- Bachelor’s degree in Medical, Pharmaceutical, or Nursing, or a related field is required
- Bachelor’s degree combined with Public Health as an advanced degree or a second degree is preferred
- Three-plus years of experience in a clinical setting
- Minimum one year of medical experience at an NPH Home
- Other medical or healthcare industry experience is a plus

Attitudes and Values:

- Empathy, caring, ability to listen, and ability to manage others
- Quality assurance
- Embrace NPHI values deeply
- High personal and professional ethics. Demonstrates effective service leadership, spirit of service, responsible, respectful, honest, discrete, organized, works well under pressure, produces results, manages conflict, exhibits assertive decision-making, motivational leadership, high tolerance for frustration, strong principles and values, fosters teamwork
- Spiritually grounded in the Catholic faith
NPHI promotes servant leadership that upholds the principle of subsidiarity (that local teams and communities should be empowered to decide and act on issues closest to them). Actions that reflect this principle include:

- Building local team capacity
- Engaging with empathy
- Working to understand local culture
- Deferring decisions locally whenever possible
- Explaining the criteria behind decisions that affect local teams and communities
- Demonstrating respect to prioritize the important activities of local teams and their commitment to children and families

**Career Development Plan (to be completed by HR/Area Director):**

**Software Knowledge:** Word, Excel, PowerPoint, Outlook, Skype

**Working Tools:** Computer, mobile phone

| PREPARED BY | AUTHORIZED AREA DIRECTOR | VALIDATED BY HUMAN RESOURCES |