

JOB DESCRIPTION



Job Title	: GWT (N) Medical Centre Assistant
Location	: Key Area Welfare Centres – Nepal
Legal Entity	: Gurkha Welfare Trust (Nepal)
Reports Functionally To	: Clinic Practice Manager
Reports Administratively To	: Operations Manager Medical
Works Closely with	: <i>All Medical Staff in Key AWC, AWC Staff</i>
Direct Reports	: <i>n/a</i>

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

GWT (N) Medical Centre Assistant performs routine administrative and clinical tasks to keep the Medical Centers running smoothly.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

- Administrative duties include: answering telephones, greeting patients, updating and filing patients' medical records, scheduling appointments, arranging for hospital admission and laboratory services.
- Clinical duties may include: taking medical histories and recording vital signs, explaining treatment procedures to patients, preparing patients for examination, assisting the physician during the examination .and perform procedures within their professional competence.
- Medical Centre assistants may collect and prepare laboratory specimens or perform basic laboratory tests on the premises, dispose of contaminated supplies, and sterilize medical instruments. They also arrange procedure-room instruments and equipment, maintain supplies and equipment, and keep waiting and examining rooms neat and clean.
- Act professionally in all interactions with the pensioners.
- Providing general customer services to the organization.
- Maintain accurate records including statistical information using the computer system made available by the organization.
- Maintain confidentiality of all patient and/or client information.
- Attend and participate in GWT (N) staff meetings.
- Ensure that the Medical Centre Manager is fully briefed on issues that may impact the delivery of the service providing information as required.
- Complete other tasks as directed by the Medical Centre Manager.

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Experience within medical service delivery environment
- Understanding of Standard precautions and Infection Control practice
- Qualification as a CMA will be highly advantageous

Required Competencies *(Critical behaviors necessary to successfully perform the job)*

- Planning and Organizing: Plans activities well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organizes resources needed to accomplish tasks
- Following Instructions & Procedures: Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organization; Complies with legal obligations and safety requirements of the role.
- Learning and Researching: Rapidly learns new tasks and quickly commits information to memory; Gathering comprehensive information to support decision making; Demonstrates a rapid understanding of newly presented information; Encourages an organizational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback); Manages knowledge (collects, catalogues, and disseminates knowledge of use to the organization).
- Analyzing: Analyzes data, verbal data and all other sources of information; Breaks information into component parts, patterns and relationships; Probes for further information or greater understanding of a problem; Makes rational judgements from the available information and analysis; Produces workable solutions to a range of problems; Demonstrates an understanding of how one issue may be a part of a much larger system.
- Deciding & Initiating Action: Makes prompt, clear decisions; Takes responsibility for actions, and projects; Takes initiative, acts with confidence and works under own direction.
- Relating and Networking: Establishes good relationships with pensioners and staff.
- Delivering Results: Sets high standards for quality; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way.

Desired Competencies *(Critical behaviors necessary to successfully perform the job)*

- Medical background with proven training will be an advantage
- Ability to use the online Information Management System

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- Hospital or Community medical facility experience within the last twelve months
- Prior Experience working with international companies and NGO's.

Mandatory Qualifications *(Brief description of the educational background needed to perform the job)*

- If medical background – a current unrestricted registration with the Nepali Ministry of Health Regulation Agency

Mandatory Languages *(Brief description of the language skills needed to perform the job)*

- English (Basic)
- Nepali (Fluency)

Travel / Rotation Requirements *(Brief description of any travel or rotation requirements)*

- National travel as required

This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Signature of Reporting Manager

Name & Signature of Employee

Date

Date

Name & Signature of Field Director

Date