



GWT (N) JOB DESCRIPTION

Job Title	Mobile Health Practitioner (MHP)	Post Ser No:	
Grade/Entry Spine	EG-03	Dept/Loc:	AWC
<p>1. <u>Core Competencies:</u></p> <p>1.1: Setting Direction: Seeing the Big Picture: Having an in-depth understanding and knowledge of how your role fits in with and supports GWT(N)'s objectives; and focusing on the activities that deliver the greatest value for GWT's beneficiaries</p> <p>1.2: Setting Direction: Changing and Improving, Making Effective Decisions: Take initiative, seek out opportunities for positive change. Learning from what has worked/not worked, and being open to change and improvement, while working in "smarter" and more focused ways.</p> <p>1.3: Setting Direction: Making Effective Decisions: displaying sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions.</p> <p>1.4: Engaging People (Communications and Relation with Patients): Listening to patients; establishing good relationships with patients, showing respect to patients; communicating well in health education and behaviour change communication activities; treating all patients equally; engaging with people in a straightforward, truthful and candid way.</p> <p>1.5: Engaging People (Collaborating and partnering; teamwork): Working collaboratively, sharing information appropriately and building supportive, caring and professional relationships with beneficiaries, colleagues and partners of GWT(N). Professional integrity; communicating effectively with colleagues and staff; showing respect to others; coping with stress and pressure; being prepared to help out others;</p> <p>1.6: Engaging People (Developing Individual and Team Capability): Being open to learning, keeping up to date and improving your knowledge, without always relying on others to teach you. Having a strong, self-motivated focus on continuous learning for oneself, others and GWT(N). Contributing to a positive learning and knowledge culture which can inform and support necessary change.</p> <p>1.7: Delivering results: Achieving Good Outcomes (Knowledge, Skills and Performance): Constantly identifying and resolving issues to deliver the best, most cost-effective and sustainable outcomes; Adding value to the organization and going the "extra mile"; sound clinical knowledge within own professional field, keeping up to date with medical evidence, following clinical and service guidelines, keeping clear records, excellent management and time keeping skills, being accessible to staff and pensioners</p> <p>1.8: Delivering results: Delivering at Pace (Knowledge, Skills and Performance): sound history taking and examination skills, applying best clinical evidence, following clinical guidelines, keeping clear records, basic general management and time keeping skills, being accessible to colleagues and patients; Working to agreed objectives and activities and dealing with challenges in a responsive and constructive way.</p> <p>1.9: Delivering results: Managing a Quality Service (Safety and Quality): raising and responding appropriately to clinical incidents; asking for advice when needed; responding constructively to feedback; responding positively to patient complaints; following clinical governance and infection prevention guidelines; recognizing and dealing appropriately with safeguarding issues; protecting patients from risk;</p>			
<p>2. <u>Essential Qualifications, Skills and/or Experience:</u></p> <p>2.1: Must have qualified as Health Assistant/Staff Nurse (PCL level) as a minimum.</p> <p>2.2: Must be registered with Nepal Health Professional Council or Nepal Nursing Council</p> <p>2.3: At least 3 years' experience in GoN/Private hospitals/ Health Posts/ Primary Healthcare centres</p> <p>2.4: Sound knowledge and skills in basic medicine and pharmacology</p> <p>2.5: Good written communication skills in English and Nepali</p> <p>2.6: Native speaker level in Nepali</p> <p>2.7: Must be computer literate</p> <p>2.8: Working knowledge and application of relevant Country legislation governing medical practice</p>			
<p>3. <u>Desirable Qualifications, Skills and/or Experience:</u></p>			

- 3.1: Experience of working in remote areas with Government/ international organizations preferable.
- 3.2: Additional language skills (Gurung, Rai, Limbu) an advantage
- 3.3: Excellent interpersonal and problem-solving skills
- 3.4: It is highly desirable that the individual has a motorcycle license or is prepared to get one

4. **Key Responsibilities:**

The Mobile Health Practitioner (MHP) is responsible for the management of the basic clinic facilities in the rural AWCs and home visits to pensioners within the AOR of the AWCs. They will particularly visit vulnerable pensioners identified from each AWC and provide comprehensive assessments and primary care treatment.

The MHP must be able to work clinically and effectively with both medical and non medical staff and to train home carers, and to use the medical equipment provided.

He/she must have the ability to analyze the situation and take appropriate decision during home visit within GWT(N) policies, being able to work independently and as part of a team, paying careful attention to detail and managing multiple tasks.

Through their Work, MHPs should ensure that our clients' choice of use of GWT(N) medical Centre is confirmed by our professionalism and competence, by presenting a neat and clean personal appearance, displaying professional, friendly, tactful attitude and behaviour to all, showing a strong service commitment at all times.

MHPs must have effective communication skills a positive attitude and be able to engage in professional teamwork with doctors and other members of staff.

General Responsibilities

- Medical care for pensioners living in the AWC AOR, either in the clinic (rural AWCs only) or at home visits.
- The majority of the work will be home visits in the area organized by themselves in conjunction with S/AWO / CST Mgr and the CML according to needs based assessments.
- Record their assessments and treatments in written formats or digitally depending on the situation and equipment provided. They will ensure that such records are legible and appropriate.
- The MHP works predominately within AWC's AOR whilst stationed at that AWC. MHPs may rotate between AWCs as per CML management in liaison with S/AWO & CST Mgr, for example, to rotate through the key AWC for training, but generally only within the same cluster (unless exceptional circumstances arise).
- During operation they will be travelling depending upon the nature of the route (official vehicle/ hired vehicle/ public transport/ by foot). As such an individual must be fit to perform the tasks.
- In rural AWCs, MHPs also work from the AWC and provide consultations, facilitating remote consulting by Cluster Doctors / CMLs, to pensioners in the AWC opportunistically or by appointment/prior arrangement.
- In the AWC and during home visits, MHPs provide all required tests and examinations, as per doctors' advice, using the various assessment tools and equipment provided.
- The MHP should discuss all consultations and visits with their CML or another doctor especially as regards prescriptions which should always be directed by a doctor. Therefore; all MHPs regularly communicate with their CML & Cluster Doctor
- For specific issues, MHPs also communicate directly with the (lead) pharmacist or CSM (pharmacy or logistics management), MAC Dr / EOL Mac / SCLM (SMC issues), CTQA / S/CPM / CPM (clinic operation issues and training) or DMD (overall quality of care and HR issues).
- They must be able to utilize the medical equipment correctly for better diagnosis and treatment and should be able maintain and take good care of the equipment.
- MHPs look after the clinical equipment and environment of the AWC clinical areas including the pharmacy, keeping it clean and tidy.
- Directed by the CML / cluster doctor, MHPs take the lead on maintaining the PCP and planning the medical aspects of the CST/PST prior to deployment along with the AWO of that particular AWC.
- During their outreach visits; they should be aware of necessary patient referral procedures in event of emergency and need for treatment in the higher centre.
- They train home carers and also assess the service provided by carers to pensioners.
- During home visits and work at the AWC, they identify potential rehabilitation cases or new RH residents and liaise with the CML for further assessment
- MHPs should ensure a high standard of patient satisfaction taking a direct and personal hands-on approach with clients.

4.1. Duties within the rural AWC clinic:

- Maintain the facility in a clean and tidy state of readiness at all times.
- Ensure that all medical equipment is in working order and properly maintained.

- Monitor inventory of medications and other supplies to ensure continuous availability of medications, disposable items and equipment at level agreed site Management.
- Maintaining and storing of all documentation and records related to the provision of medical services of medications used or dispensed and of consumable items used, including patient records.
- Maintaining a controlled drug register in compliance with applicable laws and regulations.
- Prepare orders of medical consumables, VP Aids and medications in line with min/max stock levels.
- Complete all daily check lists accurately where applicable.

4.2: Clinical Services

- Promote a high standard of clinical service.
- Ensure quality control & improvement in all aspects of clinical service & patient care.
- Ensure a patient data base is maintained in an accurate & timely manner & that such data is utilised in the promotion of pensioner service programs.
- Assist the SCPM / CTQAs in all aspects of patient feedback through surveys, feedback mechanisms, complaint, suggestion & compliment handling.
- Ensure quality control on all aspects of clinical service and patient care.
- Be able and prepared to work flexible hours according to roster and travel requirements.
- Build up links with the medical staff of local health posts and hospitals.
- Ensure that First Aid and Disaster Resilience equipment is maintained and checked on a regular basis.

4.3: Legal Requirements:

- Ensure that patient care is carried out in accordance with national / local Regulations and Legislation.
- Maintain responsibility for any pharmacy that is held in the clinic area to ensure security in accordance with local control and legislation.
- Maintain medical registration license as required by Nepali law.

4.4: Training and professional development:

- Actively participate in online training arranged by CML in cluster or by HQ
- Participate in the overall development of personal education/skill level by attending training, seminars and lectures.
- On instruction and under supervision assist to conduct basic and regular first aid training or refreshers for designated non – medical personnel, including CPR, to ensure their knowledge and skills are maintained at an appropriate level.
- Arrange and conduct Home Carers' training in cooperation with AWO and CML.

4.5: Environmental Health

- Ensure appropriate disposal of clinical waste in compliance with applicable laws and regulations.
- Assist AWO / CML in timely Hazard Identification and take appropriate measures to mitigate.

4.6: Information and Counselling, Health Education and Health Promotion:

- Participate in GWT(N)'s information campaigns on the subjects of personal protective equipment, healthy lifestyle, and personal precautions for the prevention of transmissible diseases through briefings, collaboration in newsletters.
- Advise patients on general matters relevant to their health and well-being.
- Present information to the clients on healthy lifestyle (alcohol, drugs, smoking, diet, weight control, exercise, etc.) or other health-related topics (blood pressure, cholesterol and heart disease, communicable diseases, etc.).

4.7: Immunization/ Chemoprophylaxis Programme

- In conjunction with onsite medical management and GWT standards, ensure that appropriate immunization/ chemoprophylaxis recommendations are understood and implemented as required (e.g. immunization for Hepatitis B, Influenza, PEP etc.)

4.8: Participation in Disaster Planning

- Understand your role in site emergency response and disaster plans.
- Ensure that you are familiar with the area allocated for triage and multiple casualties
- Ensure that critical medical supplies and equipment are pre-packed and available for emergency use at dispersed sites or during patient transport.
- Participate in simulation exercises organized by management.

4.9: Administration:

- Ensure that GWT Standing Instructions are complied with.
- Ensure an effective and organized delivery of medical services through a self-audit program.
- Secure and protect confidential information.
- Track and report data on clinic utilization.

4.10: Secondary Medical Claims Administration:

- Contribute to an efficient and effective claims and general customer service delivery to GWT (N) pensioners.
- Deal with all aspects of invoice/claim, escalation process on claims queries from pensioners within a timely and professional manner. This will include receiving invoices from Providers, checking the required paperwork is in order and scanning these files accurately to the MAC Team for processing.
- Responsible to extract medical and blood tests results from the information system, scanning and recording results (numerical entities) and dates.
- Involve the Medical Department for any medical irregularity on invoices escalating to the Finance Cell any cases where fraud is suspected.

4.11: Reports, documentation & communication

- Ensuring that daily, Weekly, Monthly / Handover reports as requested are accurately completed and delivered.
- Report on actual areas of concern to relevant managers.
- Ensuring that all patient reports are accurately completed.
- Ensuring that the times are filled in correctly.
- Ensuring patient confidentiality.
- Ensuring all documents are completed according to policy.

4.12: Continuous Quality Improvement (CQI)

- Work with CTQAs to ensure that the centre is operated to set criteria and set standards.
- Ensure that the centre is maintained to an operational standard of professional excellence according to set criteria and set standards.
- Ensure that all Policies, Procedures and standing instructions are maintained and adhered to
- Partake in the medical centre CQI program (Participate in regular facility audits conducted by CTQAs during assurance visits).
- Actively participate in quality control program such as infection control, management of sharps within the clinic, risk assessment etc.
- Report incidents in accordance with Incident management procedure.

4.13: Pharmacy Management:

- Accurately dispense medications to pensioners according to the Doctor's prescriptions and adhere to policies as regards regular reviews of chronic medication.
- Develop a good understanding of the medications dispensed through continuing learning.
- Manage stores (pharmaceuticals, consumable health stores, first aid kits and medical equipment) and update details in the Information Management system;
- Counsel patients on medication usage and re enforce such practice as good inhaler technique etc
- In close collaboration with cluster / lead pharmacist and CSM, conduct stock takes of health stores in accordance with GWT(N) stocktaking policies;

4.14: Additional Duties

- To work within, promote and ensure compliance with GWT policies, practices, Equal Employment Opportunity (EEO) and corporate values.
- Performing other tasks allocated by the CML or other GWT management level staff as might be required within the scope of the Services;
- As directed by AWO / CML, support medical camps that are within the cluster AOR.

5. Generic Objectives (TBC)**6. Pre-Appointment Training/Briefing:**

- 6.1: Medical Induction training as per GWT policy
- 6.2: Minimum 2 week induction training in AWC clinic

7. Post-Appointment Training:

- 7.1: Access to NHS e-learning and lecturio
- 7.2: GWT internal remote CME classes and specific trainings as appropriate
- 7.3: To undertake at least 30 hours of reflective learning per year
- 7.4: Mandatory Individual Continuation Training as per GWT Training Policy

8. Reporting Chain:

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| 8.1: 1 st Appraiser: | Cluster Medical Lead (CML) |
| 8.2: 2 nd Appraiser: | Deputy Medical Director |

8.3: Appraisal Input from:		CST Mgr / AWO	
8.4: 1 st appraiser for following staff:		NA	
8.5: Joint appraising/ management duties with:		NA	
...DMD..... Drafted by 2 nd Appraiser DateMedical Director..... Approved	...16 th May 2021 Date
..... Post Holder's Signature Date Fd Dir Signature Date
Version 1.1 as at (date)	9 th June 2021		