

# Job Advert

## CARE ASSISTANT



Job Title	Care Assistant (2 positions)	Probation Period	3 Months
Location	Kisumu & Nakuru	No. of Direct Reports	N
Reporting to	Centre Manager	Budget Responsibilities (Y/N)	N

MSI Reproductive Choices Kenya is an NGO registered in Kenya as a local implementing partner of MSI Reproductive Choices, a UK charity. We deliver quality sexual and reproductive healthcare, family planning and other women's health services to millions of the world's poorest and most vulnerable women. We want to make sure that women have a choice when it comes to having children and that death by unsafe abortion is reduced.

We seek to recruit a **Care Assistant** for the MSIK Clinics based in **Kisumu** and **Nakuru** who are part of the Commercial Services Department and reports to the Centre Manager. The Care Assistant will be reporting to and working with the Centre Manager. Their main role is uniquely tailored to meet the demands that are specific to our organization and include client registration, ensuring cleanliness of the clinic and providing operational support in all service provision areas. As such the holder of the position is required to maintain a high degree of confidentiality in matters relating to the organization and its clients.

The primary responsibility of this role is to further our Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individuals' right to: **CHILDREN BY CHOICE NOT CHANCE**

The post holder commits to and is held accountable to Marie Stopes International global core values:

mission driven	customer focused	results orientated	pioneering	sustainable	people centered
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### Key Responsibilities

- Prepares and serves refreshments for staff and clients at agreed times or as directed by the team leader
- Provides clients' personal hygiene by giving bedpans, urinals, baths, assisting with travel to the bathroom; helping with showers and baths
- Provides for activities of daily living by assisting with serving meals, feeding clients as necessary; ambulating, turning, and positioning clients; providing fresh water and nourishment between meals
- To support clients through the provision of vocal local techniques during procedures
- Maintains and documents petty cash usage under the supervision of the centre manager
- To conduct reception area activities including client registration
- To conduct data entry and clerical tasks
- Ensures cleanliness of the entire facility by cleaning as instructed by the centre manager
- Follows all aspects of the infection prevention protocol and assist in Infection Prevention activities as directed by the centre manager
- Ensures that theatre and bed linen is clean, pressed and available at all times
- Keeps the kitchen clean and neatly arranged ensuring that utensils and cutlery are accounted for and hygienically kept
- Runs errands as requested by the Centre Manager, such as banking daily income and buying items from petty cash, and provides the required receipts
- Supports the Centre team members by assisting to sterilize equipment and assist in the procedures as requested by service providers
- Maintains work operations by following standard operating procedures and policies
- Protects organization's values by keeping patient information confidential
- Maintain high level of infection prevention including appropriate segregation and disposal of waste.
- Updates job knowledge by participating in educational opportunities which include attending CMEs
- Documents actions by completing forms, reports, logs, and records as required.
- Accurate and systematic registration of clients' details into the electronic health records systems.
- Balances daily cash accounts at the end of end of each day in the hospital.
- Correct billing of cash and credit (NHIF and private health insurance) clients.
- Liaise with the finance team to resolve any discrepancies in daily transactions.
- Maintains all accounting records and ensures discrepancies have been reported and resolved with the line manager.
- Makes daily, weekly and monthly reconciliation and transaction reports,
- Verifies insurance acceptance and benefits by reviewing and recording insurance claims.

# Job Advert CARE ASSISTANT



## • Qualifications

- Minimum 'O' Level qualification
- Tertiary qualification in business studies, customer care, front office management, or similar will be an added advantage.
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## • Skills

- Minimum 1 year in office administration
- Possess basic computer skills and experience in MS Office
- Demonstrated high attention to detail and ability to follow through tasks to completion
- Punctual and reliable
- Good organisation and prioritisation skills
- Ability to work with less supervision and initiative
- Trustworthy and responsible.

## • Behaviours and Values:

- Successful performance at MSIK is not simply defined in terms of 'what' people achieve, but equally is about 'how' people go about their jobs and the impact that they have on others.

<ul style="list-style-type: none"> <li>• <b>Work as One MSI</b></li> </ul>	<ul style="list-style-type: none"> <li>• You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximize our ability to influence others. You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort. You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Show courage, authenticity and integrity</b></li> </ul>	<ul style="list-style-type: none"> <li>• You hold yourself accountable for the decisions you make and the behavior you demonstrate. You are courageous in challenging others and taking appropriate managed risks.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Develop and grow</b></li> </ul>	<ul style="list-style-type: none"> <li>• You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective. You manage your career development including keeping your knowledge and skills up to date.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Deliver excellence, always</b></li> </ul>	<ul style="list-style-type: none"> <li>• You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role. You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Leadership</b></li> </ul>	<ul style="list-style-type: none"> <li>• You inspire individuals and teams, through situational leadership, providing clear direction. You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline. You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team. You articulate a vision of the future which inspires and excites others.</li> </ul>

## How To Apply

**Suitable and qualified internal and external candidates** should apply for the position in their preferred location via <https://hcm.mariestopes.or.ke/recruitment.jsp?view=1:0> on or before **6<sup>th</sup> June 2025**. The applications shall be reviewed on a rolling basis. **Do not attach** certificates and testimonials.

MSI Reproductive Choices Kenya is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Successful candidates must abide by MSI's Antifraud & Bribery Policy and Safeguarding Policy, including protection of children and vulnerable adults.