

JOB ADVERT

SERVICE PROVIDER- CLINICAL OFFICER



Job Title	Service Provider- Clinical Officer (1)	Probation Period	3 Months
Location	Nairobi-Pangani Clinic	No. of Direct Reports	
Reporting to	Centre Manager -Pangani Clinic	Budget Responsibilities (Y/N)	

MSI Reproductive Choices Kenya is an NGO registered in Kenya operating 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 are seeking to recruit a **Clinical Officer** who will be part of the Commercial Services Department and who will report to the Centre Manager. The purpose of this role is to provide quality clinical services to MSI Reproductive Choices Kenya clients to achieve the highest level of client experience and financial performance goals of the clinic.

It is the responsibility of this role is to further our goal of **MAKING CHOICE POSSIBLE** for every Kenyan.

The post holder commits to and is held accountable to MSI Reproductive Choices global core values:

Mission driven	Customer Focused	Results Orientated	Pioneering	Sustainable	People Centred
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Efficient and effective service delivery for up to 20 patients daily in the full range of MSI Reproductive Choices services - Responsibilities

- To provide comprehensive client counselling on reproductive health, contraceptive options and general medical services.
- Follow the Kenyan Clinical Guidelines for appropriate management of most conditions and illnesses.
- Based on client history, examination, lab test reports and findings and above all client needs, prescribe appropriate drugs
- Perform appropriate procedures (including Intravenous Therapy, FP Implants, IUD insertion, Pap smear, MVA procedure and PITC).
- Ensure responsible follow up and treatment of complications.
- Avoid polypharmacy or any practice that may bring MSIK into disrepute.
- Refer complex clients to the medical officer for Management.
- Ensure all clients are treated with sensitivity, respect, and consideration. If complaints are raised, to be able to effectively manage and resolve them and to promptly refer to the Team Leader if the client complaint continues or is of a serious magnitude.
- Implement a smooth, efficient client flow to minimise client waiting times.
- Liaising with other medical and non-medical staff in the hospital to ensure quality treatment.
- Monitor and evaluate client care continuously and recommend improvements as necessary.
- Provide accurate information to clients, and their families where required, to enable clients to make informed decision about their reproductive & sexual health.

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- Ensure client confidentiality is maintained at all times.
- To ensure sufficient supplies are available in the clinic at all times to provide services without disruption, all stocks dispensed are fully accounted for, all stock cards are updated and wastage eliminated.
- Ensure proper and effective use of medical equipment, all equipment maintained in serviceable and working conditions at all times.

Management and accurate documentation of all services rendered - Responsibilities

- Accurate client records are maintained in both the client record book and daily register.
- Ensure all client information is always kept confidential and stored appropriately.
- Accurate and timely collation of activity data for internal and external reporting purposes.
- Analyse activity trends and ensure performance targets are achieved, pro-actively identifying and implementing opportunities for improvements.
- Making notes and preparing paperwork, both as a legal record of treatment and for the benefit of other healthcare professionals
- Conduct follow ups and reports all complications in writing within or before the end of current duty.
- Assist in the collection of client feedback data.
- Refer clients promptly when needed.
- Ensure accurate client feedback data is collected and disseminated.

Effective participation and support of the centre team both in quality assurance and promotional activities

- Comply with overall quality inputs into service delivery points. Includes running full out-patient clinic and provision of surgical procedures as needed.
- Proper use of medical equipment and supplies and for notifying the Centre Manager of repairs, maintenance or replacements of equipment and instruments.
- Ensure that the highest standards of reproductive health and general clinical services (including HIV/AIDS services) are achieved, as laid down in the Marie Stopes Partnership Manual.
- In collaboration with the Centre Manager and Medical Officer, ensure that the centre complies with MSIK policies and protocols for vocal local, infection prevention and emergency preparedness (including resuscitation).
- Report all major and minor incidents within 24 hours.
- Maintain confidentiality at all levels.
- When workload allows actively promote the work of the centre in order to generate demand for the services, eg educational and awareness-raising events.
- Positively promote MSIK as a leading, quality provider of reproductive & sexual health services.

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Qualifications

- Diploma in Clinical Medicine/Surgery from a recognised medical training college.
- Registered by the Kenya Clinical Officers Council and possess a valid practicing license.
- Two years post-training experience providing Clinical services in a busy hospital/medical centre.
- Practical working knowledge of Microsoft office suite

Skills

- Confidentiality
- Client-centred
- Empathy
- Organizational skills
- Communication skills
- Team player

Behaviours and Values:

Successful performance at MSI Reproductive Choices 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.

Work as One MSI	<p>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.</p> <p>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.</p>
Show courage, authenticity and integrity	<p>You hold yourself accountable for the decisions you make and the behaviour you demonstrate. You are courageous in challenging others and taking appropriate managed risks.</p>
Develop and grow	<p>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.</p> <p>You manage your career development including keeping your knowledge and skills up to date.</p>
Deliver excellence, always	<p>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.</p> <p>You build and maintain effective long-term working relationships with all stakeholders and are a true MSI ambassador.</p>
Leadership	<p>You inspire individuals and teams, through situational leadership, providing clear direction.</p> <p>You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.</p> <p>You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.</p> <p>You articulate a vision of the future which inspires and excites others.</p>

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How To Apply

Suitable and qualified internal and external candidates should apply

via: <https://hcm.mariestopes.or.ke/recruitment.jsp?view=1:0> and also share the combined application letter and cv through pd@mariestopes.or.ke by or before **9th July 2025**. The subject of the email should read **Clinical Officer**. 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.