

Terms of Reference
Multi Tasking Staff
District Hospital, Mamit

Background

The *Mizoram Health Systems Strengthening Project (MHSSP)* with financial and technical assistance from the *World Bank* aims to improve the management, quality, accessibility, and delivery of health services in the state of Mizoram at various health facilities and units. With funding from the MHSSP, the *District Hospital, Mamit* is proposed to engage the **Multi Tasking Staff (MTS)** for efficient execution of *Internal Performance Agreement (IPA)* & NQAS related activities.

Required Documents

1. Hand written application.
2. Curriculum Vitae.
3. Passport size Photograph (2 copies).
4. Self Attested documents.
5. Experience certificate (if any)

Contract duration

The contractual engagement will be for a period of Four (4) months from the date of engagement. Thereafter, the contract will be subjected to renewal by the Medical Superintendent, District Hospital, Mamit, based on a satisfactory performance appraisal.

Objective

1. **Provide Support:** Support MHSSP IPA Unit and cross-functional teams in implementing quality improvement activities to achieve excellence and efficiency.
2. **Maintain Efficiency:** Ensure smooth day-to-day operations by completing tasks promptly and accurately.
3. **Enhance Productivity:** Support teams, specifically, the Clinical Committees in achieving their goals and objectives by providing timely assistance.

Scope of work

The Multi-Tasking Staff will perform a variety of administrative tasks to support the smooth operation of the hospital. Specific responsibilities will include data entry, record-keeping, filing, and other administrative tasks, as well as maintenance tasks such as organizing office files.

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Job Responsibilities

1. Maintain meeting minute of Clinical Governance Board and District Quality Team.
2. Analysis of OPD, IPD and various department's Patient Feedback.
3. Accurately enter data into computer systems, spreadsheets, or databases if required.
4. Maintain accurate and up-to-date records, files, and documents if required.
5. Organize and file documents, reports, and other materials.
6. Photocopy and print documents, reports, and other materials.
7. Assist in preparing reports, including data collection.
8. Provide general administrative support to MHSSP, IPA Unit and performing other tasks as needed.

Key Skills & Competencies:

1. Good verbal and written communication skills.
2. Ability to work collaboratively as part of a team, to adapt to changing situations and priorities, to solve simple problems and escalate complex issues and to manage time effectively and prioritize tasks.
3. Accurate and meticulous in performing tasks.
4. Basic computer skills, including data entry and Microsoft Office.
5. Ability to work efficiently and meet deadlines.
8. Ability to maintain accurate and up-to-date records.
9. Knowledge of English.

Qualification(s):***Essential:***

- Bachelor's degree or above from a recognised University with at least Course on Computer Concept (CCC).
- Person with experience (if any) and Diploma in Computer Application will be added advantage.



Age limit:

18-35 years (Relaxable as per relevant government rules)

Emoluments:

Consolidated Pay of Rs. 12,000/- per month (with increment of any proposed amount by the IPA/Procurement Committee)

Reporting:

The Multi Tasking Staff will report to Medical Superintendent and will work under direct supervision of District Hospital Quality Manager (DHQM) at the facility/unit.

Contract Term:

The assignment is on purely contractual basis and do not infer/bestow upon his/her right to claim for regular appointment in the government. The initial contract will be for four (4) months at a time and extended based on satisfactory performance accordingly.

General Information:

Engagement of the Multi Tasking Staff will be on a full-time basis.


Medical Superintendent
District Hospital, Mamit