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| **TITLE:**  Healthcare Coordinator | | |
| **TEAM/PROGRAMME:** Program Operations | **LOCATION:** Greater Cairo | |
| **GRADE**: 5 | **CONTRACT LENGTH:** Till End of December 2024 | |
| **CHILD SAFEGUARDING:**  Level 3:  the post holder will have contact with children and/or young people *either* frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff. | | |
| **ROLE PURPOSE:** This position is to assure efficient provision of medical services with required quality in compliance with UNHCR guidelines for referral of cases, close monitoring of both health status progress for admitted cases, and financial cost of service provided. Under the direct supervision of Project officer, Health care coordinator cases will be responsible for close following up of the admission, service provision, case progress, and discharge processes, and providing the field reports.  In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly. | | |
| **SCOPE OF ROLE:**  **Reports to:** Project Officer  **Role Dimensions**: Save the Children International works in 13 regions in Egypt with a current staff complement of approximately 250+ staff and current expenditure of approximately US $8 million each year. | | |
| **KEY AREAS OF ACCOUNTABILITY :**  **Project Implementation**   * Responsible for SHC case management from admission to discharge. * Conduct field visits for healthcare facilities as scheduled, to follow up the patient health status progress, and financial cost of the service provided. * Conduct regular meetings with providers’ focal points. * Provide field support to emergency team in managing special cases such as SGBV, UAM and facilitating admissions in public hospitals. * Referring cases as needed to elective/ emergency team to ensure comprehensive medical services. * Coordinating with all teams during managing cases mutually managed by both teams. * Responding to all calls received on the emergency line. * Collect specific information from the caller, enter all provided data into emergency database and based on analysis refer patient to appropriate provider based on SOPs. * Use logic and reasoning to reach conclusions and approach to problems. * Actively listen and communicate effectively with callers. * Refer cases to Healthcare Coordinators to follow up with cases. * Refers the non-emergency cases accordingly to respective hubs or related partner.   **Reporting and documentation**   * Prepare and submit the patient admission, follow up, and discharge reports, that includes the medical reports and cost of medical intervention needed. * Document and report any incident. * Participate in conducting patient satisfaction survey. * Prepare and submit timely reports for elective cases admitted, discharged, and health status progress of cases still receiving the medical care inside the health care facility.   **General:**   * Demonstrate leadership in relation to Save the Children policies and practice with respect to safeguarding, code of conduct, health and safety, equal opportunities and other relevant policies and procedures. * Comply with Save the Children policies and practice with respect to safeguarding policy, code of conduct, health and safety, equal opportunities and other relevant policies and procedures.   **In case of Emergency:**   * Promote children's rights, contributing to their well-being and protection in time of emergencies, guided by humanitarian principles and code of conduct. * During emergencies, he/she should act in a way that facilitates SCI’s response to emergencies, giving priority to all assigned. * Be prepared to support SCI interventions in response to emergencies and show needed flexibility. | | |
| **BEHAVIOURS (Values in Practice**)  **Accountability:**   * holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.   **Ambition:**   * sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same * widely shares their personal vision for Save the Children, engages and motivates others * future orientated, thinks strategically and on a global scale.   **Collaboration:**   * builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * values diversity, sees it as a source of competitive strength * approachable, good listener, easy to talk to.   **Creativity:**   * develops and encourages new and innovative solutions * willing to take disciplined risks.   **Integrity:**   * honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **QUALIFICATIONS, EXPERIENCE AND SKILLS**   * Bachelor degree of Medicine, with minimum experience 1-3 years. * Strong government relations and networking skills is preferred. * Previous work with refugees’/asylum seekers is a plus. * Highly developed interpersonal and communication skills. * Report writing skills in English required. Good knowledge of Child Safeguarding will be an added advantage. * Commitment to Save the Children International values | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by:** Project Manager | | **Date:** April, 2024 |
| **JD agreed by:** | | **Date:** |
| **Updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |