

## Lubaga Hospital



### Employment Opportunities

#### ABOUT US

Lubaga Hospital, founded in 1899 (incorporated as Uganda Martyrs Hospital Lubaga) is the second oldest hospital in the country. The facility is a Private-Not-for-Profit Hospital, owned by the Archdiocese of Kampala and accredited by the Uganda Catholic Medical Bureau. The 250-bed capacity hospital offers Out-Patient and Inpatient services. These precisely include: Diagnostic services, Internal medicine, Maternity and Antenatal care, Paediatrics, Surgery, Physiotherapy, Endoscopy, Public Health, Urology, Nephrology & Dialysis, Neurology, Plastic Surgery, and Orthopaedics. The facility also undertakes Clinical Research, and training of Human Resources for Health. Lubaga Hospital is undergoing transformation in accordance with the Strategic Plan in order to meet the aspirations of society and most importantly, to become the health facility of choice in Africa.

In response to the increasing demand for quality health care services, coupled with recent investment in infrastructural development, Lubaga Hospital is seeking to recruit highly qualified persons to fill the positions stated herein:

<b>Job Title:</b>	<b>Grants Officer.</b>
<b>Department:</b>	<b>Administration.</b>
<b>Reports Directly to:</b>	<b>Executive Director.</b>

## MAIN PURPOSE OF THE JOB

The overall job purpose of the Grants Officer is to be at the frontline of External Resource Mobilization at Lubaga Hospital through research, donor mapping, identifying funding opportunities, proposal development and submission to potential funders as well as capacity building for resource mobilization.

It is the responsibility of the Grants Manager to secure grants for the Hospital, to build up its resource mobilization capacity and to ensure future financial sustainability of the institution.

## KEY ROLES & RESPONSIBILITIES

- Review the Hospital strategic plan and resource mobilization strategy in order to understand the institutional priorities and hence position the organization for resource mobilization.
- Work closely with Hospital management team to understand the Hospital vision, mission & values.
- Map the Hospital services and operations to identify funding gaps.
- Conduct a comprehensive analysis of potential donors worldwide based on geographic interest and thematic funding and assess the feasibility of securing multiyear and thematic funding.
- Map donors' strategic areas of interest and explore opportunities for partnerships from emerging donors working in low- and middle-income countries and private sector foundations.
- Develop a plan to engage new donors (traditional and non-traditional).
- Recommend strategies to develop and maintain strategic partnerships with key donors.
- Draft master fundraising proposals based on past proposals and aligned with the strategic plan.
- Develop fundraising guidelines
- Prepare high quality, narrative and accurate reports to donors in a timely manner
- Maintain communication and build strong relationships with current and prospective donors.
- Performs any other duties which may be reasonably assigned from time to time.

## **EDUCATION & WORKING EXPERIENCE**

- a) A University Degree in Business Administration, Social Sciences, Development Studies, project planning and Management or other related field, A post graduate training in proposal writing or fundraising is preferred where the first degree is dissimilar.
- b) At least three years of progressively responsible and related professional experience obtained from an ethically recognized enterprise in regard to writing funding proposal, and a proven track record of writing successful grants.
- c) Experience of working with the private Not for profit organisations with a proven track record of working with research grants.
- d) A clear understanding of the workings of bi-lateral and Multi-lateral institutional donors.
- e) Good understanding of Hospital related research grants and programming.

## **SKILLS & COMPETENCIES**

- Experience of researching, identifying and responding to a wide range of funding opportunities.
- A good understanding of aid architecture, the donor landscape, and funding trends in healthcare.
- Expertise in proposal development and writing and submitting funding proposals to a wide range of government and institutional donors.
- Strong experience in creating and managing multi-million grant contracts.
- Fluency in English.
- Proficiency in the use of Information Technology.
- Superb writing skills, and a strong aptitude for communication especially across different countries and cultures.
- The ability to work on their own and to adopt a proactive, methodical approach to their role.
- Excellent relationship management skills. Ability to relate to people at all levels internally and externally with strong client-service focus.

<b>Job Title:</b>	<b>Nutritionist.</b>
<b>Department:</b>	<b>Medical.</b>
<b>Reports to:</b>	<b>Medical Director.</b>

### **MAIN PURPOSE OF THE JOB**

Plan and conduct food service or nutritional programs to assist in the promotion of health and control of diseases. Educate and counsel patients and families on nutritional issues either individually or in groups and communicates individual nutritional care plans to other health care providers as a member of a health care team.

### **KEY DUTIES & RESPONSIBILITIES.**

- Evaluate and assesses nutrition status of patients and screens patients for nutritional risk in accordance with established department protocols and standards.
- Plans and initiates medical nutrition therapy to patients if indicated by patient requirements and clinical protocol.
- Certifies patients for specific program benefits.
- Educate and counsel patients and families on nutritional issues either individually or in groups.
- Order and maintain inventory of program supplies including patient checks for all clinics.
- Performs various administrative duties related to public health nutrition programs.
- Develop, compile and disseminate nutrition guidelines
- Develop and disseminate Human nutrition training manuals in the Hospital.
- Oversea the designing of special diets for therapeutic purposes.
- Organize and participate in nutrition outreach programmes.
- Impart knowledge and skills to staff and attendants.
- Coordinate Human Nutrition research and disseminate research findings.
- Produce and disseminate quarterly reports on Nutrition activities within the Hospital.
- Performs miscellaneous job-related duties as assigned.

### **EDUCATION & WORKING EXPERIENCE**

- a) Must possess a Bachelor's Degree in either Human Nutrition, Food Science and Technology or Dietetics studies from a recognized or an equivalent field from a recognized University/Institution.
- b) A minimum of three (03) years relevant working experience in a recognized organization preferably in the Hospital setting.

### SKILLS & COMPETENCIES

- Ability to develop and deliver presentations.
- Knowledge of clinical nutrition theory and practice.
- Knowledge of sponsored nutritional programs.
- Ability to draw conclusions and make recommendations based on research data and findings.

<b>Job Title:</b>	<b>Retail Sales Officer.</b>
<b>Department:</b>	<b>Administration.</b>
<b>Reports to:</b>	<b>Business Development Manager.</b>

### MAIN PURPOSE OF THE JOB

Conduct market research to identify selling possibilities and evaluate customer needs. Actively seeking out new sales opportunities through cold calling, networking and Social media. Setting up meetings with potential clients and listening to their wishes and concerns.

### KEY ROLES AND RESPONSIBILITIES.

- Demonstrating and presenting hospital products and services to potential B2B and B2C customers.
- Establishing new business through proper management of the sales process/cycle
- Negotiating and persuading new B2B and B2C contracts and packages
- Working towards achieving set revenue targets.
- Making appointments to meet with existing and potential clients with a view of cross selling or upselling hospital offerings

- Identify and work with specialist doctors to promote and create sales for specialized or super-specialized services.
- Providing an after-sales service
- Reporting information back to head office about customer needs
- Researching prospects, generating leads and closing sales
- Handling customer questions, inquiries, complaints and participating in building and maintaining a CRM database
- Preparing and sending quotations and proposals to prospective retail and corporate clients.
- Performs miscellaneous job-related duties as assigned.

## **EDUCATION & WORKING EXPERIENCE**

- Hold a diploma/degree in Marketing or related course with at least experience of over three (3) years in sales operations.
- Strong understanding of Retail and Industrial market environment
- Effective communication, good proposal writing, and interpersonal skills.
- Confident, enthusiastic, and a friendly approach to work.
- Excellent knowledge of MS Office applications
- Thorough knowledge of the sales process and negotiating techniques
- Ability to cross-sell and up-sell hospital services/products
- Aptitude in delivering attractive presentations
- Self-motivated and driven by targets
- Commercial awareness, decision making and strategic thinking skills
- Conversant with relationships and key accounts management
- Thorough understanding of the bidding process

## SKILLS & COMPETENCIES

- Commitment to continuous quality improvement.
- Ability to cope with high and varied workload with the demonstration of appropriate task prioritization, time and resource management.
- Demonstrate understanding of and sensitivity to complex patient/family, circumstances/situations, and cultural issues that affect the delivery of health services.

**Job Title:** Customer Service Supervisor.

**Department:** Administration.

**Reports Directly to:** Business Development Manager.

### MAIN PURPOSE OF THE JOB.

Responsible for the delivery and sustainability of excellent customer service experience and promote the culture of service excellence throughout Lubaga Hospital.

### KEY ROLES & RESPONSIBILITIES.

- Play the role of the customers advocate to ensure they receive quality service from all functions of the hospital.
- Direct, monitor and implement Customer Service Performance indicators and manage accurate daily, weekly and monthly quantitative reports to guide decision making.
- Effectively manage customer/client feedback with appropriate tools
- Lead Patient Centered Care Program.
- Utilize teamwork and synergies to attain the required customer service experience.
- Ensure effective management of customer complaints both internal and external.
- Responsible for production of timely customer service reports based on key performance indicators.
- Implement effective tracking on customer service improvement plans.
- Supervise customer care staff
- Performs miscellaneous job-related duties as assigned.

## EDUCATION & WORKING EXPERIENCE.

- Bachelor's Degree in either of the following disciplines, Business Administration, Marketing, PR/Communication, Hospitality Management, Nursing or related studies.
- Working knowledge of customer service databases and tools.
- Awareness of industry's latest technology trends and applications
- Ability to think strategically and to lead.
- Strong client-facing and communication skills
- Customer service orientation.
- Over four (4) years of relevant experience.

## SKILLS & COMPETENCIES.



- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Active Listening skills i.e., giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to speak or talk to others to convey information effectively.
- Be service oriented i.e., actively looking for ways to help people.
- Being aware of others' reactions and understanding why they react as they do.
- Critical and lateral thinking skills i.e., using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to manage one's own time and the time of others.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Must be able to multi-task.
- Ability to work well under stressful conditions.
- Pleasant, personable, patient and having a desire to be of assistance to those in need.
- Able to work long hours with minimum day to day supervision

#### TERMS OF ENGAGEMENT.

Three years (03) Employment Contract renewable, subject on performance.

#### HOW TO APPLY

All interested and qualified persons should submit the following:

- Cover letter, clearly indicating the Position for which you are applying and describing how you meet the minimum requirements;
- Updated and detailed Curriculum Vitae/ Resume, with names, contact telephone number, and email address of three (3) professional referees.
- Copies of Academic Transcript and Certificates.
- Any other information deemed necessary.

**Addressed to:**

The Human Resource Manager  
Lubaga Hospital  
P.O. Box 14130  
Kampala, Uganda

Delivered to Uganda Martyrs Hospital Lubaga Human Resource Office/Reception or sent to the email: [recruitment@lubagahospital.org](mailto:recruitment@lubagahospital.org) by **21<sup>st</sup> July 2023 at 17:00 hours.**