**DISPATCH SUPERVISOR – M-MAMA KENYA**

**Location:** Nairobi, Kenya  
**Job status:** Full-time (12 months Assignment, renewable) – subject to funding

**Touch Foundation**, an international NGO working to save lives and relieve human suffering by strengthening healthcare services in sub-Saharan Africa, providing better access to care and improving the quality of local health systems, is seeking an outstanding individual to join its team as its Dispatch Supervisor.

The Dispatch Supervisor will join a team of highly mission-driven professionals with diverse backgrounds and experiences, ranging from management consulting to global public health. The Dispatch Supervisor will work closely with team members across all levels and functions, becoming an integral part of Touch’s commitment to improving health in sub-Saharan Africa.

**BACKGROUND**

Touch Foundation is an international nongovernmental organization working to strengthen health systems in Sub-Saharan Africa. Touch works across three programmatic pillars: supporting a strong healthcare workforce, bridging gaps in access to care for rural communities, and supporting hospital excellence. In collaboration with the Vodafone Foundation and other funding partners, Touch has developed and implemented the m-mama emergency transportation system in multiple African countries. m-mama addresses maternal and infant mortality by providing emergency transportation to pregnant women and newborns in distress during and after childbirth. Touch’s work is data driven and evidence based, and we strive to share the knowledge and the information obtained through years of implementation with policy makers and other stakeholders globally. Touch’s staff and Board members represent diverse backgrounds, expertise, and geographies; our core implementation teams are based in sub-Saharan Africa, with administrative and development functions centered in the US and Europe.

**OVERVIEW OF THE M-MAMA PROGRAM**

The m-mama program is an innovative and cost-effective at-scale Emergency Transportation System for pregnant women and newborns funded by Vodafone Foundation and implemented by Touch Foundation and Pathfinder International.

Vodafone Foundation and Touch Foundation launched m-mama in 2013 in Tanzania in collaboration with the Government of Tanzania and in Lesotho in 2021 in collaboration with the Government of Lesotho. This program addresses the high rates of maternal and neonatal mortality in rural areas by reducing delays in access to care using safe and timely emergency transportation for pregnant women and newborns experiencing an emergency. The central component of m-mama is an emergency transport system enabled by innovative digital solution to address complications as quickly and effectively as possible.

The Kenya Office of the President announced a partnership for m-mama Kenya on Wednesday 21st June 2023. Kenya is the third country where the m-mama system is being replicated. The m-mama Kenya program will be co-designed and co-implemented with the Government of Kenya (GOK) in phased approach starting January 2024.
**POSITION SUMMARY**

Touch Foundation is seeking a hardworking, and experienced professional to become its Dispatch Supervisor for the m-mama Kenya program. The Dispatch Supervisor will be an integral part of the Program Team, reporting directly to the Senior Project Manager and being under the overall direction of our Director of Programs and Chief Program Officer.

The Dispatch Supervisor will support the m-mama Kenya program team in setting up the m-mama national Dispatch Center, and coordinating efficient day-to-day operations of the m-mama National dispatch center including but not limited to orienting, training, monitoring, assisting, directing, coaching, and evaluating m-mama Dispatchers.

The Dispatch Supervisor will work closely with Touch’s m-mama Kenya program team, program partners (Vodafone Foundation, Implementing Partner – Pathfinder International) and national and county/sub-county government stakeholders.

The role will also be responsible to for the definition, the implementation, the dissemination and the adoption of dispatch center procedures, policies, guidelines and compliance regarding but not limited to emergency coordination with county dispatch centers and emergency operating centers, shift supervision, training, and quality assurance.

The Dispatch Supervisor shall exercise considerate independent judgment to select appropriate courses of action and discretion in supervising the work m-mama dispatchers in coordinating emergency transport services for patients.

**RESPONSIBILITIES AND DUTIES**

**Set up and management of the National Dispatch Center**
- Co-define with national government stakeholders the location of the Dispatch Center
- Assess the location space of the dispatcher and define dispatch center needs including but not limited to renovation, furniture and ICT/technology needs
- Manage and oversee dispatch center renovation and procurement of furniture and ICT/technology equipment especially dispatchers’ working station
- Co-Design with national and county government stakeholders dispatch center standard of procedures including operating procedures and processes to manage emergencies with existing County dispatch centers/Emergency Operating Centers (EOC) and disseminate them for adoption
- Assist in the review of Standard Operating Procedure manuals, training manuals and Policy and Procedure Standards to ensure they are up to date and functional
- Oversee the operations of m-mama National Dispatch center to ensure that all incoming calls are answered in a timely manner and emergency responders are dispatched to appropriate locations
- Define and continuously improve emergency response plans and protocols to ensure they are up to date and accurate
- Monitor ongoing emergency calls to ensure that appropriate responses are being enacted by m-mama dispatchers

**Recruitment, Training and Supervision of Dispatchers**
- Contribute to recruitment/allocation process of dispatchers with national and county stakeholders
- Coordinate and oversee of dispatchers training (initial dispatcher training, refresher training and new dispatchers’ training)
• Organize and conduct training of dispatchers including training on the role of dispatchers, training on ICT and customer care service
• Identify dispatchers development and training needs and ensures that training is conducted
• Supervise, instruct, assign, monitor and review work of assigned dispatchers and shift operations
• Ensure that proper work relations and conditions of employment are maintained and follow GoK standards

Quality assurance and continuous improvement
• Co-define and implement with national government stakeholders quality insurance standards and protocols
• Assist in resolving operational and staff issues
• Assist in responding to difficult, critical or unusual emergency calls
• Evaluate and verify dispatcher performance through the review of completed work assignments and cases managed
• Process dispatcher concerns and problems and provides counseling and expertise
• Monitor operations to ensure quality services are provided in an efficient and timely manner
• Oversee work schedules to ensure proper staffing, assigns overtime as necessary and verifies work time information for shift members
• Assist National GoK stakeholders with evaluation of dispatch staffing levels and makes recommendations for additional staff as needed
• Assist with the maintenance, oversight and troubleshooting of ICT equipment operation and contacts government/Touch ICT technical support as needed

Monitoring and Evaluation
In collaboration and coordination with Touch Program Associate and Field and Monitoring, Evaluation, Learning and Data (MELD) specialist
• Conduct regular meetings to share M&E data and patient outcomes with national and county governments to understand how effective the system is and what are the areas that need more support and focus
• Provide support to m-mama program team on monthly Operational M&E, including collection, analysis and reporting of data
• Participate in the development and implementation of the Quality Improvement work plan
• Support the improvement of dashboards and other data visualization tools for use by the government
• Contribute to mid-line and end-line analysis to measure the impact/change observed for pregnant women and newborn occurred because of the m-mama program

Capacity Building
• Engage with key stakeholders at national and county levels and build strong and sustainable relationships
• Be the key point of contact for dispatch center operations and act as a technical expert
• Facilitate capacity building, orientation and training of national and county government stakeholders regarding dispatch center operations and dispatcher management and supervision and ensure proper handover
• Design documentation to support the capacity building process and proper handover of dispatch center operations supervision to GoK national stakeholders
As job vacancy announcements cannot be exhaustive, the Dispatch Supervisor will be required to undertake other duties that are broadly in line with the above key duties.

QUALIFICATIONS AND SKILLS

Qualifications
- Bachelor’s degree level in Public Health or related field
- minimum of five (5) years’ experience in an emergency dispatch center - former experience as a dispatcher is an asset

Skills
- Ability to utilize applicable emergency telecommunications systems, radio communication technology, computer-aided dispatch systems and equipment related to emergency management programs under stressful situations.
- Ability to effectively communicate and present ideas verbally and in writing.
- Ability to establish effective supervisory relationships and use good judgment, initiative and resourcefulness when dealing with emergency callers, representatives of other governmental agencies, professional contacts, elected officials, and the public.
- Ability to behave and communicate in a manner that promotes a positive and professional work environment.
- Ability to assess situations, solve problems, work effectively under stress and changes in work priorities, within deadlines and in emergency situations.
- Skill in the use of office equipment, technology and computer software and programs
- Solid relationship-building skills and cross-cultural sensitivity: ability to interface with external constituents from a variety of backgrounds
- Good judgment and discretion to represent the Touch Foundation in a highly professional manner, as well as respect for local culture
- Full proficiency in English required, proficiency in Kiswahili is desirable

Other information
- Some travel to counties could be required according to the need of the program

APPLICATION PROCESS
- Please submit a Resume and Cover Letter outlining your interest in the position to: jobs@touchfoundation.org and cc: sellouze@touchfoundation.org. Please put “Touch m-mama Kenya – Dispatch Supervisor” in the subject line of your e-mailed application.
- Deadline for the application: Friday, January 19, 2024

LEGAL DISCLAIMER
Touch Foundation is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, national origin, color, sex, age, gender identification, sexual orientation, veteran status, or disability. All qualified applications will be given equal opportunity and selection decisions will be based solely on job-related factors. Compensation will be commensurate with experience.
For more information about the Touch Foundation, please visit www.touchfoundation.org