



CAREER OPPORTUNITY

MSI Tanzania, a Non-Governmental Organization, is a social enterprise and a leading provider of family planning, sexual and reproductive health care and allied services. MSI Tanzania is a partner of the Government of Tanzania and a member of the Marie Stopes International (MSI) Global Partnership, which operates in 36 countries worldwide. MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose.

MSI Tanzania is gladly recruiting for the following new exciting positions:

I. Public Sector Strengthening (PSS) Cluster Coordinator (1 Position)

Expected duty station: Dar es salaam

Our organization is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

Job Summary:

Reporting to the PSS Lead, the PSS Coordinator will be responsible for coordinating and supporting PSS activities across the assigned councils and facilities. The role focuses on monitoring day-to-day operations, ensuring effective implementation of PSS interventions, and strengthening service delivery within the supported regions and facilities. The coordinator oversees all operational functions within their designated cluster, including management of the costed workplan to ensure alignment with donor requirements and achievement of channel objectives.

He/she play a key role in promoting high-quality sexual and reproductive health (SRH) services, ensuring adherence to MSI clinical quality standards, and facilitating continuous performance improvement.

In this role, you will be expected to: 1) Meet and exceed MSI global minimum standards for quality and agreed programme deliverables; and 2) Fully comply with all MSI Tanzania policies and procedures.

Among the Key Responsibilities:

Key responsibility 1: Plan and coordinate SRH activities in MSI supported councils and facilities.

- Liaise with internal teams and cultivate partnerships with key SRH/FP stakeholders, including local authorities, MOHCDGEC, implementing partners, and other relevant bodies to strengthen collaboration and program alignment.
- In collaboration with Regional and Council Health Management Teams (RHMT/CHMT), plan, prepare, and coordinate supportive supervision activities across the PSS-supported network.
- Coordinate all PSS training activities, including tracking and following up with trained healthcare providers to ensure compliance with MSI standards for SRH service delivery. Work closely with approved government mentors to facilitate timely on-the-job training (OJT) and ensure uninterrupted service provision.
- Work with Clinical Quality Coordinators to support timely demand-generation activities aimed at ensuring client availability for Competency Assessments (CA), Clinical Quality Internal Audits (CQIA), and follow-up actions to address identified gaps.
- Lead the rollout and ongoing management of in-service coaching, mentorship, and supportive supervision programs for facility-based healthcare providers delivering SRH/FP services.
- Collaborate with the RHME team to ensure timely execution of data-related activities, including spot-checks, DQAs, data summits, and accurate data entry into PETRAS, DHIS2 and ORION. Review monthly performance and use identified gaps to drive improvements in both FP and CPAC services.
- Support facilities to maintain uninterrupted availability of FP commodities. Work closely with Council Pharmacists to facilitate redistribution and strengthen Medicine Therapeutic Committees (MTCs) in quantification, forecasting, and last-mile assurance (LMA).

- Collaborate with MSD zonal offices and regional/council IMPACT teams to review supply chain processes and enhance quantification and forecasting of commodities.
- Lead and support demand generation efforts and strategies to improve number of clients visiting and receiving services from supported PSS network.
- Ensure effective CHW referrals and linkage reporting for FP and CPAC services, using platforms such as PETRAS and CHW dashboards to support timely and accurate submission of data.
- In collaboration with DRCHCOs, coordinate the timely processing and payment of monthly CHW and LGA allowances.

Key Responsibility 2: Support project and donor specific requirements in PSS channel

- Provide SRH/FP technical expertise during project design, planning, development, and implementation phases.
- Collaborate with the project coordination team to ensure timely execution of costed workplans, and support the preparation and submission of quarterly, semi-annual, and annual donor reports in line with the project reporting calendar.
- Ensure project strategies align with MoH guidelines and global standards, and that technical approaches remain sound during design, planning, and implementation.
- Share best practices, program performance updates, and new technical approaches with stakeholders through local and international workshops, meetings, and MSI network platforms.
- Organize, prepare, and participate in quarterly PSS channel review meetings with regional and council counterparts to showcase progress, discuss challenges, and identify opportunities for improvement.

Minimum Requirements:

Qualifications:

- A bachelor's degree medical sciences with experience in family planning projects management.
- Must have an up-to-date registration certificate/licence with the appropriate regulatory body.
- Additional qualification in project management and overseeing financial utilization and reporting is an added advantage.
- Thorough knowledge of Reproductive and sexual Health and Right issues, including family planning services, related to the public and private sector, CBO, FBOs and NGOs.
- Experience working with CSO's, CHMT's, RHMT's and National level bodies advancing SRHR issues.

Experience:

- At least 3 years' experience working with donor funded projects with strong administrative skills and experience.
- At least 3 years' experience of field level coordination desirable.
- Experience in the fields of family planning and advocacy.
- Experience working in Tanzania with the Tanzanian government and Ministry of Health systems, and Local Government Authority.

Skills:

- Ability to network and create positive, mutually co-operative relationships.
- Excellent organizational and decision-making skills.
- Able to prioritise complex workload and work independently.
- IT literate.
- Numerate (for performance analysis and budget development).
- Strong written, presentation and verbal communication skills.
- Fluency in English and Kiswahili, including strong public speaking and writing skills are a must.
- Strong administrative skills.

Attitude/Motivation:

- As this position will have the need and opportunity to interact with government, donors, and other partners, it is a must that the PSS Cluster Coordinator be able to foster a collaborative work environment that ensures good relationships and teamwork at all levels: country office staff, headquarters, donors, and partners, to ensure that relevant reports are submitted in a timely manner.
- Enthusiastic, honest and with high integrity.
- Willing to travel extensively 75%.

II. ASSISTANT CLINICAL QUALITY COORDINATOR (2 Positions)

Expected duty stations: Mwanza and Makambako

Job Summary:

The Assistant Clinical Quality Coordinator (ACQC) is under the supervision of the Quality Assurance Supervisor, while also maintaining a collaborative working relationship with the Clinical Quality Manager. The primary responsibility involves overseeing and coordinating clinical quality standards in the assigned Outreach teams as directed by the Quality Assurance Supervisor. The Assistant CQC oversees all clinical quality activities within their assigned Outreach zones. They are tasked with monitoring Providers' competency, teams' Quality Internal Audits (CQIA), and overall clinical governance aligning with MSI clinical quality standards to meet HSS project objectives. Additionally, the Assistant CQC collaborates with peer assessors to monitor and facilitate activities across all Outreach sites, ensuring timely completion of donor-funded projects. Furthermore, they actively promote sexual reproductive health and provide regular reports to the Cluster Coordinator and MST Support Office in Dar es Salaam.

Among the Key Responsibilities:

Key responsibility 1: Ensure services offered in the supported Outreach teams comply to MSI and MOH clinical quality standards.

- Contribute to strengthening high-quality FP and TL service integration through technical support in Clinical Quality Internal Audit (CQIA) provider's Competency assessment, counselling for informed choices, and infection prevention and control (IPC)
- Follow up and implement action plans obtained from CQIA, CA's, and supportive supervision, to ensure that Outreach team's timely implement, execute and act on the agreed resolutions.
- Support Outreach teams in adherence to clinical governance principles including managing medical emergencies (MEM), incidence reporting, and use of pregnancy exclusion checklists.
- Conduct regular field visits to establish the level of adherence to MSI and MOH guidelines and protocols.
- Review clinical records on a regular basis to establish areas for improvement (and subsequently provide appropriate technical support)
- Ensure all clinical staff have access to up-to-date manuals and guidelines on clinical procedures, treatment, Vocal Local, organisational matters such as safety, infection prevention, PEP etc.
- Assist in the rollout and ongoing management of an in-service coaching, mentorships and supportive supervision program for facility healthcare providers delivering SRH-FP interventions.
- Participate in strengthening FP guidance, tools, and procedures for continuous assessment of training needs, ensuring the inclusion of respectful maternity care principles in all training materials and modules.
- Assist Cluster coordinator in the efforts to identify and address skill gaps in SRH-FP and TL service delivery through targeted refresher training for facility staff in Outreach supported regions.

Key responsibility 2: Plan and coordinate SRH activities in MSI supported councils and facilities.

- Support Outreach Teams to ensure Uninterrupted availability of FP commodities by working closely and facilitating redistribution, follow up and capacitate Medicine Therapeutic Committee (MTC) at the facilities on proper quantification and forecasting to ensure last mile assurances (LMA).
- Work closely with DRCHCO to coordinate timely engagement of LGAs through induction and competency assessments prior to engagement with MSI providers
- Facilitate and participate in quarterly project review meetings with regions and councils supported under Outreach channel, to showcase project performance, challenges and discuss opportunities for improvement.

Key responsibility 3: Monitoring and Evaluation of the Outreach Projects

- Work closely with Outreach Providers on incident reporting and management. Follow up and provide timely feedback to the reported incidence cases reported
- Monitor the risk mitigation scores for the supported Outreach teams to be above the minimum required score of 50%
- Support the teams during QTA preparations



Minimum Requirements:

Qualifications:

- A medical degree from a recognized Institution.
- Clinical experience in the provision of family planning, achieving MSI Competency Level 1 at long & short-acting methods.
- Must have an up-to-date registration certificate/license with the appropriate regulatory body.
- Additional qualifications in project management and working with the donor-funded project will be an added advantage.

Experience:

- At least two years of active service delivery working directly in client care settings including counselling, Adolescent health services, involvement in delivering quality family planning services especially LARC & Permanent Methods, Stock management, involvement in reporting, and data validation.
- Computer Literacy especially the use of MS Excel, Word & PPT.

Skills:

- Ability to network and create positive, mutually cooperative relationships
- Excellent organizational and decision-making skills
- Able to prioritise complex workloads and work independently
- IT literate
- Numerate (for performance analysis and budget development)

Attitude/Motivation:

- As this position will have the need and opportunity to interact with government, donors, and other partners, it is a must that the Cluster Coordinator be able to foster a collaborative work environment that ensures good relationships and teamwork at all levels: country office staff, headquarters, donors, and partners, to ensure that relevant reports are submitted on time.
- Ability to prioritize workload
- Tenacious and persistent
- Analytical approach to problem solving
- Enthusiastic, honest and with high integrity
- Attention to detail
- Willing to travel extensively 75%
- Keen to pursue personal development
- Strong commitment to the goal and vision of MST/MSI Reproductive Choices

III. SENIOR CENTER MANAGER - (1 Position)

Expected duty station: Dar es salaam

Job summary:

Reporting to the Director of Operations, The Senior Centre Manager is a key member of the senior management team and is responsible for managing, developing, monitoring and supporting the growth of the network of MSI Tanzania clinics, with the long-term of developing a sustainable social business. He/she is also responsible for ensuring that high quality standards are maintained.

Senior Centre Manager works closely with the Customer Care Advisor, Centre Managers and other key members of the Operations Department to coordinate and monitor all clinics related activities and contribute towards the achievement of the MSI Tanzania Strategy.

He / she works with the departments Clinical Quality and Health Management Information Systems to maintain high clinical and data quality standards and ensures that EHR is institutionalized in all centres. The Senior Centre Manager directly supervises the Centre Managers and the Head of laboratories and clinical support administration. She/he represents MSI Tanzania externally as required by Director of Operations.



Key responsibility 1: Centre Performance Management & Centre Manager Oversight

- Provide day-to-day leadership support to Centre Managers across the network to ensure target achievement, strong service delivery, and operational consistency.
- Review monthly centre performance (services, method mix where relevant, I:C ratio, client experience indicators) and provide structured feedback, follow-up actions, and escalation to Operations Director as needed.
- Ensure Centre Managers develop and implement centre business/demand-generation plans and track progress monthly.
- Lead problem-solving for underperforming centres (root-cause analysis, corrective action plans, coaching, follow-ups).
- Support Centre Managers to maintain strong relationships with LGAs, partners, corporates, and referral network.
- Drive financial sustainability and growth by promoting services, diversifying offerings, and optimizing resource utilization.
- Implement business development initiatives, including client referral programs, waiver schemes, client-centric care models, branding guidelines, and future strategies.
- Analyze market and private sector trends to propose innovative solutions for business challenges and competitiveness.

Key Responsibility 2: Quality, Compliance and Client Safety

- Ensure Centre Managers consistently implement MSI protocols and relevant MoH requirements, including infection prevention, safeguarding, theatre/PEP protocols (where applicable), and client record standards.
- Regularly review QTA outcomes, exit interviews, client satisfaction surveys, and any mystery client feedback; ensure “evidence into action” and close-out of gaps.
- Support prompt reporting and management of Clinical Incidents, ensuring incident documentation and immediate escalation per policy.
- Work closely with clinical quality/MDT teams to coordinate mentorship and quality improvement activities across all centres.

Key responsibility 3: Financial Management & Controls across all Centres

- Support Centre Managers to maintain robust cash management, banking discipline, pricing visibility, petty cash controls, and reconciliations.
- Approve supply requests and authorize payments for goods and services in line with financial policy and delegation of authority.
- Manage monthly expense planning and ensure financial transactions comply with MSI Tanzania financial policies.
- Ensure centres produce accurate monthly service and income reports on agreed timelines, and that corrective actions are implemented for any control weaknesses.
- Support Finance to strengthen processes for financial reporting, retirements, and adherence to approved budgets.

Key Responsibility 4: Stock, Logistics, Assets, and Infrastructure Oversight

- Ensure Centre Managers maintain strong stock management practices: no stock-outs, minimal expiries, appropriate minimum/maximum levels, and sound store/dispensary controls.
- Oversee implementation of systems for monitoring and tracking commodities, equipment, and other resources across all centres.
- Coordinate and monitor servicing/maintenance of key equipment and basic IT workstations (computers, printers, scanners) at centres.
- Track and follow up on critical compliance payments (e.g., facility registration, rental, professional fees) working with relevant teams.

Key Responsibility 5: People Leadership, Coaching, and Talent Development

- Line manage Centre Managers: set KPIs, conduct regular performance dialogues, coach/mentor, and manage disciplinary issues (in line with policy and HR guidance).
- Support Centre Managers to performance-manage their teams effectively (planning, supervision, feedback, appraisals)
- Identify development needs, coordinate training/mentorship, and support succession planning for centre leadership roles.
- Model and reinforce MSI Tanzania behaviours, speaking up culture, safeguarding and anti-harassment commitments.
- Skills and Experience



Qualifications:

- Minimum of a University Degree in Health-related Sciences, Social Business Development, Social Science, or International Development Management; MBA as an advantage.
- Knowledge of Health Systems Management, Family Planning, Social Marketing and Commercial Health Services is an advantage.
- Documented experience in management of health facilities (hospitals, health centres)
- Fluent English both oral and written.

Experience:

- At least 5 years of experience in a management position, preferably in the health systems management, hospital management, Family planning, community development, and/or social marketing industry.
- At least 5 years of experience in managing multi-tiered management structures of medical professionals, health outreach teams, social marketing, M&E, and/or project development teams.
- Proven track record of people management and leadership skills of not less than 5 years in a senior management position.

Skills:

- Able to develop and articulate a clear strategic vision.
- Negotiation, influencing and conflict management skills.
- Able to manage and motivate teams to achieve targets and to achieve organisational change.
- Strong written, reading and spoken English Language skills.
- Proven ability to 'sell' ideas, concepts.
- IT literate.
- Effective leadership and management skills.
- Effective analytical and problem-solving skills.
- Entrepreneurship skills.

Attitude / Motivation:

- Keen to pursue personal development.
- Strong commitment to the goal and vision of MSI Tanzania.
- Prochoice.
- Pro-active and self-initiated.

If you feel that you are able to meet the requirements and you are motivated enough to be part of the team, please send your applications including your curriculum vitae (CV) and a cover letter detailing your suitability and why you are interested in the post to the address below:

Director of People and Culture

MSI Tanzania

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P. O. Box 7072, Dar Es Salaam.

Telephone: +255 22 2774991 / 4

VOIP +255 768 987 780

E-mail : jobs@mst.or.tz

Closing date: All applications should reach the addressee before **Friday, March 6th, 2026**. Please note that only shortlisted candidates will be contacted.