



CAREER OPPORTUNITIES

MSI Tanzania is one of the largest providers of Sexual Reproductive Health and Rights (SRHR) services in the country, serving communities nationwide since 1989. We are part of MSI Reproductive Choices, a global organization operating in 36 countries worldwide. Working in close collaboration with the Government of Tanzania, MSI Tanzania delivers high-quality, client-centered reproductive health services and information through multiple service delivery channels, with a presence across all regions in the country.

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.

MSI Tanzania is gladly recruiting for the following exciting positions:

CENTER MANAGERS – Marie Stopes Clinics (3 Positions)

Duty Stations: Mwanza, Arusha & Makambako

Job Summary:

Under the direction of the Senior Center Manager and Director of Operations, the Centre Manager is responsible for planning, organizing, directing, controlling and coordinating the activities of the centre. S/he ensures the effective and efficient delivery of services of the centre and is also responsible to supervise, lead and motivate the centre staff. Coordinate and supervise the work and activities of service providers and non-service providers working in the centre and ensure the centre is sustainable and achieve impact to the mission and vision of MSI Tanzania.

Among the Key Responsibilities:

Key Responsibility 1: Business Leadership and Team Management

- Take lead in overall coordination of centre activities to ensure efficient delivery of quality services and achievement of MSI mission and centre business targets.
- Provide visionary leadership to drive organizational growth, performance improvement, and innovation.
- Collaborate with senior leadership, department heads, and medical staff to develop and execute strategic initiatives.
- Responsible for team spirit and productivity management by on job coaching, motivation and continuously set and reviewing performance targets for the centre staff.
- Responsible for financial sustainability and continuous growth of the centre business by ensuring centre service promotion, service diversification and efficient management of available resources.
- Ensure effective implementation of initiatives like client referral scheme, specific marketing plans, client centric care, centre branding guideline and any other future business development strategies planned.
- Assess the private sector activity and propose possible solutions for business challenges.

Key Responsibility 2: Resource Management and Administration

- Responsible for managing all human resource related issues according to MSI HR policy with support from HR department and the Centre support team.
- Responsible for planning and efficient management of supply chain, stock, procurement and logistic related issues of the centre.
- Follows-up stock management by their proper receipt, storage, safe keep, issuance, and regular replenishment by pre-establishing re-order level.
- Responsible for monthly expense planning and ensure all financial transactions of the centre are in line with the MSI financial policies.
- Be part of the Centre Ordering Committee together in approving supplies', medicine and laboratory

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suppliers' requests and issuance and authorizes requisition for purchase of goods and services as per the organization's financial policy and delegation of authority.

- Performs other administrative duties essential for the day-to-day running of the center.
- Ensure compliance with regulatory standards, accreditation requirements, and quality assurance protocols.
- Develop and implement policies, procedures, and protocols to enhance operational efficiency and patient safety.

Key Responsibility 3: Reporting, Decision Making and Partnership Management

- Report on all Clinical Incidents and meet the MSI clinical quality requirement target of 6 red incidence and a minimum of 10 other type of incidence per annum. – ensure all major serious incidents at the Centre are written up within 24 hours of occurrence. Inform Senior Center Manager, clinical quality lead and through the incidence reporting email.
- Maintain staff records in appropriate files with contract information, job descriptions, updated curriculum vitae, updated, licenses/registration, professional certificates, and all other related documents as advised by Human Resources Lead.
- Responsible for preparing and sharing daily/ weekly/monthly/quarterly reports of KPI, financial and stock report of the centre at support office as per agreed time schedule.
- Ensures client records are up-to-date, orderly, properly filed and readily retrievable for reference and inspection as per MSI and Ministry of Health Tanzania standards.
- Monitor key performance indicators (KPIs) and operational metrics to assess performance, identify trends, and implement process improvements.
- Practices effective problem identification and resolution skills as a method of sound decision making.
- Build up strong relations with local government and non-governmental agencies to promote MSI interest and partnership at local level.
- Ensure effective collaboration and synergies established with MSI other business activities in the town/region.
- Lead initiatives to enhance patient satisfaction, employee engagement, and overall organizational effectiveness.
- Ensure that you have registered the facility using your personal license and other credentials, with support from the support office.
- Undertakes any other relevant duties that assigned by line manager/department director.
- Manage appropriately and diligently Daily Income received at the centre and bank it on a daily basis without any unnecessary delays.
- Oversee the pricing charged for services provided, laboratory services, and drugs sold are correct and are in visible places for the client to see

Key Responsibility 4: Client Centric Care and Quality Assurance

- Work closely with Customer Care Advisor to ensure low rejection rate among corporate clients and high standards of customer care.
- Establish good relationship and liaise with local government officials, medical practitioners and corporate client representatives, community leaders to promote the Centre activities
- Conduct clients exit and satisfaction surveys to determine the quality of the services provided consistently
- Lead quality improvement initiatives to enhance patient outcomes, satisfaction, and safety.
- Builds customer relation management skills and/or capacity of the Centre team members.
- Ensure best quality of clinical care by regular monitoring, competency assessment, training of service providers with support from Clinical Quality Coordinator and clinical quality and training department.
- Ensure on-time report for the clinical incident happened in the centre as per the guideline of MSI.
- Enforces MSI Infection Prevention Standards for clinic.

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- Ensures the maintenance of efficient delivery of client centric care and the confidentiality of all cases, in accordance with accepted standard medical practices and professional code of conduct.
- Ensure online client feedback are collected, analysed and action plan is developed and implemented and present the status.

Minimum Requirements:

Qualifications

- Recognised Medical (clinical) Degree - (Medical Officer, Clinical Officer or Nursing Officer) OR,
- Business Degree with relevant experience in overseeing or managing a health facility.

Experience

- At least 5 years' clinical experience, preferably in a health centre/facility setting.
- At least 5 years of relevant work experience in a health sector project management.
- At least 2 years demonstrated management experience in a health centre or Dispensary.
- At least 2 years' experience of achieving uniform clinical standards.
- Experience in developing and implementing control mechanisms to measure successful delivery service and increase efficiency and effectiveness.
- Experience collating information from various sources to produce monthly management reports.
- Experience building external relations across different sectors to raise the profile of an organisation/product.

Skills

- Must possess strong leadership skills.
- Excellent communication skills, both verbal and written.
- Should have the ability to develop and implement strategic plans and drive long-term success.
- Proficient in financial management.
- A solid understanding of healthcare regulations, accreditation standards, and compliance.
- Strong problem-solving skills.
- Strong interpersonal skills.
- Should be adaptable and able to thrive in a fast-paced, dynamic environment.
- Decision-Making skills to assess situations, evaluate options, and make timely and effective decisions that align with organizational goals and priorities.
- Team Building and Development.
- Must adhere to high ethical standards and professional conduct

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
11 Majuva Street – Mwenge
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 by **26 May 2026**. Please note that only shortlisted candidates will be contacted.