

**Terms of Reference, Short Term Consultant (Office Management),  
Certification Unit, (Quality & Patient Safety)**

National Health Systems Resource Centre (NHSRC) is a technical support institution under the National Health Mission (NHM), Ministry of Health & Family Welfare. NHSRC works closely with the MoHFW and the States for Health Systems strengthening and supporting implementation of other interventions under the NHM. Work at the NHSRC is organised around eight (8) divisions, namely– Community Processes & Comprehensive Primary Care, Healthcare Financing, Healthcare Technology, Human Resources for Health, Information Technology, Knowledge Management Division, Public Health Administration and Quality & Patient Safety. If you have a long-term commitment to health equity and excellence, here is a unique chance to work with a team committed to shaping the public health landscape in India. The position offers you to work with a self-motivated team working for Quality certification of public healthcare facilities. This is an opportunity to support health systems strengthening at scale, learn while monitoring the activities from national level and enable realization of the vision of universal health coverage.

For improving the Quality of care of services, delivered at the public health facilities, National Quality Assurance Standards were developed under the National Health Mission. Operational Guidelines of Quality Assurance of Public Health facilities and Quality Standards for District Hospitals to AAM-HSC were launched by Ministry of Health and Family Welfare. There is an explicit system of measurement of extent of compliance against each of the National Quality Assurance Standards (NQAS). Each Quality standard had measurable elements and checkpoints. Quality and Patient Safety Division (QPS), NHSRC performs tasks of the secretariat on behalf of the Ministry of Health & Family Welfare in implementation of National Quality Assurance Standards at Public Health Facilities in States/UTs. Under this mandate, QPS division performs two major roles, first being setting the standards for different level of health facilities as per need and supporting the states in its implementation through capacity building and handholding and second function is of verification of attainment of standards at the health facilities through a robust system of Quality certification.

**Certification unit** has been developed under QPS of NHSRC for managing Quality Assessments of public health facilities under NQAS. Managing Quality Assessments and improvise and strengthen level offers a unique challenge for an incumbent to innovate, improvise and strengthen the existing system. The task performed at the certification unit are dynamic in nature and expects a full-time commitment from their consultants. Tasks undertaken at Certification Unit NHSRC, harness the skills of drafting letters, planning, Liaoning, teamwork, timeliness, analytical, promptness in the incumbent. For supporting above mentioned tasks, NHSRC intends to induct a Consultant-Office management in the Certification Unit, QPS Division. The incumbent is expected to have excellent writing & drafting skills. Expertise in English language for official communication. The Position reports to Advisor- Quality & Patient Safety and is on Contractual basis. This Position requires a strong moral and ethical code of conduct with essence of integrity, confidentiality while undertaking the responsibility. Also, commitment for long term stay with the organization is desirable.

**Roles & Responsibilities:**

The expected roles of the incumbent are summarised below –

1. Drafting & compilation of letters, notes and mail for activities pertaining to assessments & Quality certification.
2. Maintaining repository of different communications with States, Assessors and different stakeholder of certification unit.
3. Support in the conduct of the National level assessments in the allocated states from receipt of application till result declaration.

4. To monitor all certification-related activities and ensure completion of activities in a time bound manner.
5. Correspondence of final reports for final decision-making on the Quality Certification Status of assessed facilities.
6. Manage the data generated for the preparation of fact sheets/data sets for analysis and putting up for national-level review.
7. Tracking of certificate issuance and dispatch.
8. Coordination for National Level External Assessors Training.
9. Management of pool of Empanelled External Assessors & Ayushman Assessors.
10. Preparation of the certification guidelines, short notes, and resource materials for certification activities.
11. Any other responsibility as allocated by the Advisor- Quality & Patient Safety.

### **Duration and Location**

The consultancy is a three-month short-term position and an extension based on project needs and performance. The consultant will be based at the Quality and Patient Safety Division, NHSRC, New Delhi

### **Qualification & Experience:**

For achieving the above-mentioned deliverables, the applicant is expected to possess the following qualifications & experience: -

#### ***Essential Qualification –***

Possess a full-time MBA degree from a reputed institute.

#### ***Essential Experience:***

Three years' work experience in office administration of a technical support organization. Excellent knowledge of MS Office (Excel, PowerPoint, Word, Outlook, etc.)

**Note: Only** shortlisted candidates will be called for a written test & presentation to judge their writing skills and language proficiency.

**Age Limit:** Up to 45 Years (as on the date of receiving the application)

**Work Location:** New Delhi.

**Remuneration Range:** Between Rs. 60,000/- to Rs. 1,20,000/- per month

***\*Fee offered within the band will be commensurate with qualification and experience***

**Note:** As this is a short-term assignment.

- Preference will be given to candidates residing within Delhi/NCR region.
- The selected candidate will be required to join within 7 days.

**How to apply:** Candidates are requested to fill the online application correctly which is available on the NHSRC website (<http://nhsrcindia.org>). Applications will be accepted in the prescribed online application format only. Last date for receiving applications 16<sup>th</sup> May 2025