



Career Opportunities

Position Title	: Referral Officer
No. of Post	: (1) Post
Report to	: Health Program Coordinator
Department	: Rakhine Operations Management Unit
Duty Station	: Maungdaw
Duration	: Six Months/12 Months
Benefits Packages	: Salary + Staff house + Hardship Area Allowance +Additional Allowance+ Insurance +Communication Charges + Travelling Allowance + Home Return Leave / Annual Leave+ Quarantine Leave+ Casual Leave + Medical Certificate Leave + Maternity Leave + Substituted Leave
Application Deadline	: (06/10/2021), 16:30

Myanmar Red Cross Society (MRCS) is volunteer based humanitarian organization throughout the whole country always acting with and for the most vulnerable. Benefit Package consists of Paid Medical, Annual, Casual Leave, Insurance, On-Duty for Training, Provide Accommodation Allowance & Hardship Allowance for specific area, Training and Development Opportunities, Promotion and Management Development.

Background : In 2017, MRCS is increasing its engagement in Rakhine state through immediate, medium and long-term support to people affected by communal violence. With the support of IFRC, MRCS has initiated Branch Capacity Building Development program in Sittwe, Mrauk-U, Kyauktaw, Ponnagyun, Minbya, Maungdaw, Buthidaung, and Rathedaung Townships. Program period is initial three months and high possibility of extension as long term program. Maungdaw, Buthidaung, and Rathedaung areas are under the management of Maungdaw Hub office. MRCS is setting up Operation Management Unit.

"Person with disability are encouraged to apply this post as they will be given equal opportunity"

"Our recruitment and selection procedures reflect our commitment to the safety and protection of children, and prevention of violence among communities members in our programs"

Job purpose : To guarantee the proper functioning of the Referral Pathway in daily mobile clinic activity and referral cases by the community health workers during the out of clinic hour to the MRCS targeted areas in Maungdaw and Buthidaung villages by following referred cases and report the process of referral to health program coordinator and coordination with referral supporting agencies. The position requires a flexible working schedule. Allowing working hours during day and night times if needed.

Duties and Responsibilities

1. Ensures the referral system is running smoothly according to the MRCS's SOP
2. Manage all referral processes during and out of clinic hours
3. Regularly updates the referral tools, train and supervise the community health workers on the referral mechanism
4. He/she is responsible for the referral focal points at hospitals level
5. Monitors and ensures the proper application of the MRCS Referral Policies by following all the referral processes and their outcomes
6. Conducts regular field visits to coordinate with field mobile clinic teams and community health workers to ensure successful application of referral system
7. Builds and maintain good relationships with referral supporting agencies to support the referral pathways
8. Responds to case feedback and complaints to ensure services are provided to beneficiaries in a proper way in coordination with Health Program Coordinator
9. Refreshes list of contacts and services provided by each referral hospital from Ministry of Health and Sports
10. Archiving all referral documents and keep hard and soft copies
11. Facilitates admission procedures for the patients that are referred from the MRCS's Mobile Health Clinic targeted areas in case of facing any problem, and do the regular follow up of the cases while admitted in the referral hospital and ensure that they are receiving good quality care

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12. Provides regularly updated database of referrals, including summarized information and preliminary analysis, to the Health Program Coordinator for project monitoring purposes
13. Works closely with the Health Program Coordinator to analyze the referrals database for lessons to be learned and makes suggestions to improve referral process based on quantitative and qualitative standards,
14. Ensures that all referred cases are matching the agreed criteria of referral
15. Performs other duties as assigned by Health Program Coordinator

Skills, Competency and Requirements

- Any bachelor's degree
- At least one year's experience working in the field
- Experience in case management, referrals, protection monitoring would be considered a strong asset
- Previous experience working with NGOs/ INGOs
- Possess multi-cultural flexibility and experience
- Good command of Microsoft Office
- Show diplomacy, good communication and has good interpersonal skills
- Strong organizational skills and good ability to make proactive suggestion
- Calm, listen rigorously, able to work under pressure and handle stressful situation
- Able to manage priorities, take initiatives and work without constant supervision
- Team player, and able to work independently
- Ability to follow Red Cross (7) fundamental principles, MRCS policy, strategies and guidelines
- Good knowledge of English language skill
- Skilling the local language would be more appropriate

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****Note: Applicants will be considered to be shortlisted that need to send application letter, CV, passport-size photo, education qualifications and references (PDF Version) to:**

Head Office:

Myanmar Red Cross Society

Razathingaha Road, Dekhinathiri,

Nay Pyi Taw.

Email: mrcshrmaungdaw@redcross.org.mm

Branch Office:

Myanmar Red Cross Society

Boe Muu Ywar St, East of Myo Ma Quarter

Maungdaw Township, Rakhine. (or)

For more information and application, please visit to the www.redcross.org.mm

Only short listed candidates will be contacted for a personal interview.

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