

**1. Job Title : Quality Improvement Officer (QIO)**  
**Grade : G**  
**Responsible to : Coordinator Departmental Nursing Services**  
**Department : Nursing**

**Job Summary:** The primary responsibility of a Nursing Quality Improvement Officer (QIO) is to ensure that each nurse within a medical setting complies with quality, service performance and medical record audits. This shall be in line with the standards of practice, guidelines, policies and procedures available at each care level.

#### **DUTIES AND RESPONSIBILITIES**

- QIO generally works in a hospital, but the job can be in nearly any healthcare setting.
- This position can involve working a variety of hours, especially as hospitals operate around the clock.
- A nursing quality improvement Officer (QIO) will perform onsite reviews regarding quality issues.
- She/he will then evaluate these reviews with the medical superintendent or a quality improvement/Assurance committee.
- Other responsibilities include documenting and investigating complaints, reviewing administrative claims and data, gathering and compiling quality improvement reports, developing and implementing corrective action plans, recommending improvements to quality, and developing data outcome reports.
- This position requires a person who is a self-motivated, upbeat leader.
- Assist with inquiries by outside agencies during audits or reviews.
- Assist in the development of processes and procedures to ensure quality patient services and compliance of professional standards.
- Consult and coordinate with health care team members to assess, plan, implement and evaluate patient care plans.
- Analyze and monitor performance data to determine trends to reduce costs and improve patient services.
- Maintain confidential reports and records of the nursing and medical staff.
- Act as public relations officer on matters pertaining to nursing issues.
- Perform any other duties relevant to the profession.

## Skills required

- Project management skills,
- Excellent oral and written communication skills,
- Highly developed computer skills,
- Organizational skills,
- Analytical reasoning,
- Ability to think critically

## Job requirements

- A registered nursing degree is required for this position, which is attained by earning a bachelor's degree in nursing or graduating from an accredited and approved nursing program.
- A person in this position typically has at least five years of experience in the nursing field.
- Must be registered with Lesotho Nursing Council as a Nurse
- Must be having a valid practicing license issued by Lesotho Nursing Council.
- Must be a Mosotho citizen
- At least have 1 year working with data reporting

**2. Job Title** : **Ward Attendant**  
**Responsible To** : **Nursing Officer**  
**Grade** : **A**  
**No of posts** : **Two**  
**Department** : **Nursing**

**Job summary:** Helps patients by supporting personal hygiene and daily living needs; providing comfort, transportation. Enhance nursing department and hospital reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

## Duties and Responsibilities

- Provides patients' personal hygiene by giving bedpans, urinals, baths, assisting with travel to the bathroom; helping with showers and baths.

- Maintain clean ward surroundings including linen sluicing.
- Assist patients in taking their medications.
- Provides for activities of daily living by assisting with serving meals, feeding patients as necessary; ambulating, turning, and positioning patients; providing fresh water and nourishment between meals.
- Provides patient's comfort by utilizing resources and materials; answering patients' requests; reporting observations of the patients to nursing supervisor.
- Documents actions by completing forms, reports and records.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Maintains work operations by following policies and procedures.
- Protects organization's value by keeping patient information confidential.
- Serves and protects the hospital by adhering to professional standards, hospital policies and other requirements.
- Perform any other duties that may be assigned but not reflected here

**Skills and qualities of a Ward Attendant:**

- Good communications skills.
- A friendly and helpful manner.
- A good level of physical fitness for loading and pushing heavy trolleys.
- The ability to cope well under pressure
- The ability to follow instructions.
- A reliable and hardworking approach.
- Good judgment and decision making.
- A commitment to caring for others.
- The ability to cope well with sickness, death and distress.
- Personal cleanliness
- Bedside Manner
- Infection Control
- Health Promotion and Maintenance,
- Creating a Safe and Effective Environment,
- Teamwork,
- Customer care

## **Job requirements**

- Must be a Mosotho citizen who is able to read and write and speak English and has at least set for COSC examination.
- Must be physically fit.

## **How to apply:**

**Suitably qualified and experienced candidates should submit their applications, curriculum vitae, three (3) reference letters, certified copies of educational certificates and a copy of ID to:**

**Human Resources Officer, Scott Hospital of LECSA, P/Bag Morija 190**

**Closing date is Friday 31<sup>st</sup> December 2021 at 12:00 noon**

## **Disclaimer:**

**Only shortlisted applicants will be contacted. Scott Hospital reserves the right to appoint suitable candidates that meet the application requirements. No late applications will be accepted.**