



JOB DESCRIPTION

HEALTH RECORDS MANAGEMENT ASSISTANT REF: AFD/HRMA/02-06-2021

1. IDENTIFICATION

1.1	Job title	Health Records Management Assistant
1.2	Reporting to	Aeromedical Manager
1.3	Function	Medical Unit
1.4	Physical Location	Inside Wilson Airport, Nairobi
1.5	Duration	One Year Fixed Term

2. MAIN PURPOSE OF JOB

- Compiling, processing and maintaining of medical records at the 24-hour Control Center in a manner that is consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system.
- Customer Relationship Management (CRM) database updates and reporting

3. REPORTING RELATIONSHIPS

The position reports directly to the Aeromedical Manager with a dotted line to Aeromedical Coordinator.



4. PRINCIPAL RESPONSIBILITIES

KEY RESPONSIBILITIES	MAIN TASKS	EXTEND OF DISCRETION
Medical Records Management	<ul style="list-style-type: none"> • Maintenance of all medical records in the medical unit to ensure accurate and consistent update of medical data. • Retrieving of previous medical evacuation files that require special attention from M-Files system • Maintaining confidentiality of data in the medical unit under cooperate responsibility on data protection 	In liaison with supervisor
CRM Database	<ul style="list-style-type: none"> • Follow Development of the medical database in the Customer Relationship Management system including updating customer accounts and contacts • Compiling data from the CRM System to enable closing of evacuation files in the system • Linking all evacuation emails to past evacuation cases in the system and clean-up duplicated cases. • Champion the uptake and development of the CRM system as well as conduct quality checks on the system use 	Full Discretion
Reporting	<ul style="list-style-type: none"> • Generating planned and ad hoc departmental reports and statistics on weekly and monthly basis. • Generating and updating ground evacuation reports and statistics for third party providers • Generating reports relating to the consumption and utilization of stock in the medical stores • Reporting discrepancies in inventory 	Full Discretion
Stock & Inventory Management of the Medical Store	<ul style="list-style-type: none"> • Champion the development and implementation of the medical inventory system. • Carry out stock take and replenishment of medicines and pharmaceutical supplies 	Full discretion

<p>Policy and Regulatory Duties</p>	<ul style="list-style-type: none"> • Check on medical equipment condition post medical missions. • Tracking of all drugs and surgical consumables with; batch numbers, date of manufacture and expiry ensuring expired drugs are out of the shelf • Ensuring all the stock in the medical store is properly arranged with ease of access in batches with 'First In, First Out' (FIFO) method to minimize wastage on expiry of drugs and consumables • Regular review of medical applications to confirm entry of consumed stocks • Generate orders for low stocks as advised by Emergency Stores and Equipment head, obtain quotations from suppliers in consultation with procurement officer • Support the Aeromedical Manager in policy compilation and regulatory checks. 	
<p>Administrative Duties</p>	<ul style="list-style-type: none"> • Reporting to relevant teams on working conditions of computers and other office equipment in the Control Center • Responsibility over stationary in the Control Center • Update the Nurses, Locum Nurses, Locum Doctors on visas, licenses and training currency, send reminders on due expiry dates to carry out the follow ups. • Ensure general tidiness and cleanliness in the control Centre. • Attending to any other work-related duties as requested 	<p>In liaison with relevant teams</p>

5. REQUIRED QUALIFICATIONS

5.1 Minimum Education

- Diploma in health records and information management technology, a degree in this field is an added advantage
- Experience in report development and data management
- Good knowledge in use of the Customer Relationship Management (CRM) system
- ICT proficiency
- Basic knowledge in procurement

5.2 Preferred Experience and Knowledge

- Minimum of 2 years' consecutive work experience in health records and data management
- Must have recent hands-on experience in similar role in a hospital set up or insurance

5.3 Skills and competencies

- Ability to communicate clearly
- Good interpersonal skills
- Customer centric attitude
- Attention to detail
- Ability to maintain high quality medical documents
- Ability to accurately complete collection and entry of all data needed
- Ability to complete and submit reports in a timely manner
- Ability to work calmly under pressure
- Ability for flexibility and demonstrated reliability
- Ability to be a problem solver
- Ability to be organized and proactive
- Ability to work in and with a dynamic team
- Ability to maintain integrity and confidentiality

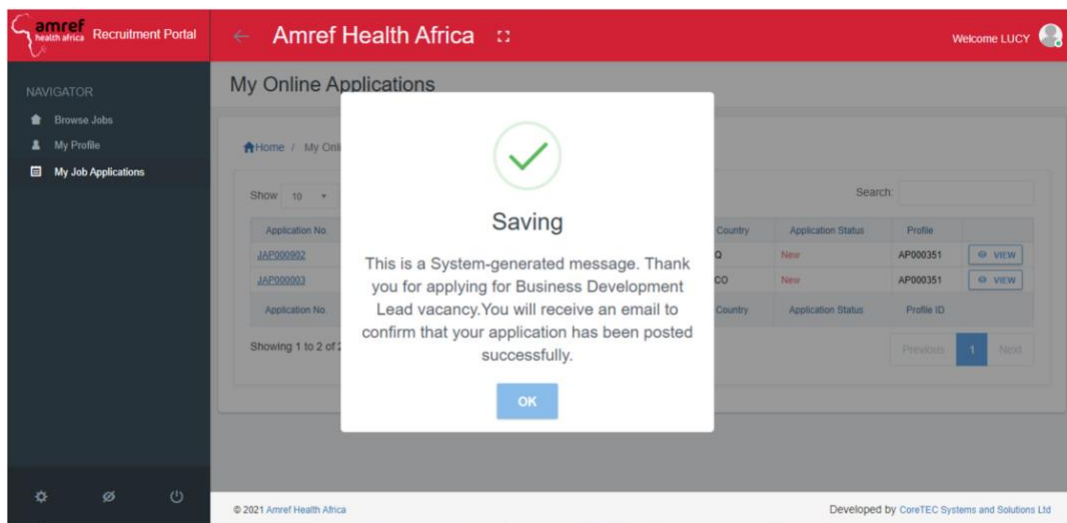
6. ENVIRONMENTAL CONDITIONS

The job is carried out in an office environment.

How to apply:

If you have the passion to contribute to the leading Aero-medical and Health solutions provider, **submit application by 17th June 2021**. Attach cover letter specifying how you meet the criteria, what you expect to bring to AMREF Flying Doctors (AFD) with an updated CV in PDF.

Please visit AMREF Flying Doctors website at <https://flydoc.org/career-opportunities/> or Amref Health Africa website at <https://amref.org/vacancies/> to view job details and requirements.



Feedback will be given to shortlisted candidates only.

Duly note that AMREF Flying Doctors does not require applicants to pay any money at whatever stage of the recruitment and selection process and have not retained any agent in connection with recruitment.

AMREF Flying Doctors is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Amref is an equal opportunity employer and has a non-smoking.