

AFRICAN UNION

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CALL FOR PROPOSAL – INDIVIDUAL CONSULTANT

Reference No: AUC/MHSD/C/009

TOR FOR A CUSTOMER CARE PRACTITIONER

1. BACKGROUND:

The African Union, established as a unique Pan African continental body, is charged with the responsibility of spear- heading Africa’s rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the Peoples of Africa and African States; as well as developing a new worldwide partnership. Its headquarters is located in Addis Ababa, Ethiopia.

The Medical and Health Services Directorate (MHSD) is one of the Directorates of the African Union Commission (AUC), under the Bureau of the Deputy Chairperson. It provides medical care to AUC staff members and their Dependents; the AU Member State diplomatic Corps and their Dependents; AU Consultants and Contractors; and Delegates and Partners attending official AU missions, Conferences, meetings and Summit. The Directorate also oversees medical plans and insurances for the AUC, AU Organs and Regional and Representational Offices.

In achieving its mandate, the Directorate invites expression of interest from the following category of medical practitioners who are citizens of AU Member States and are interested in working on a part-time basis at the AU Medical and Health Services.

2. OBJECTIVE OF THE ASSIGNMENT:

As the main objective of the Medical and Health Services Directorate is to provide health care to the growing number of clients, the Directorate has expanded its services to include numerous specialized services, specialty clinics as well as a 24/7 medical coverage. Therefore, the objective of this assignment is to equip these services and clinics with the needed medical, health and related professionals.

3. PLACE OF ASSIGNMENT:

The assignment will be at the African Union Medical and Health Services Directorate at the AUC HQ in Addis Ababa, Ethiopia. The assignment will be carried out under the responsibility, supervision and coordination of the Director of Medical and Health Services. The Consultant will report to the Director of Medical and Health Services or his designate.

Job Title: Customer Care Practitioner - Consultant
Department: Medical and Health Services Directorate
Supervisor: Director of Medical and Health Services
Duty Station: African Union Commission, Addis Ababa, Ethiopia.

4. MAJOR DUTIES AND RESPONSIBILITIES:

Under the supervision of the Head of Division, Clinical Services, the Customer Care Practitioner will be responsible for the duties as follows:

- i. Politely greet and warmly welcome people to the AU Medical and Health Services (old or new clinics). Receive the clients and patients and facilitate their registration for consultations or other services.
- ii. Register new patients and update existing patient data with personal and financial information.
- iii. Retrieve client records for clinic visits, facilitate patient flow by notifying the appropriate clinical staff of patients' arrival, and communicating with patients and clinical staff when there are delays.
- iv. Listen patiently to clients and make controlled responses even in situations of severe provocation.
- v. Respond to inquiries by patients in a courteous manner and explain things to clients patiently, clearly and in detail.
- vi. Communicate information to clients accurately and in a professional and pleasant manner
- vii. Assist patients with any challenges in a professional and timely manner
- viii. Schedule clinic appointments for clients and provide directions to any clients or patients that require such.
- ix. Protect patient confidentiality, making sure client records or notes are not in sight and securing electronic information on the computer before leaving it unattended.
- x. Provide clients with accurate cost of medications or services, collect payments from clients and provide receipts and change.
- xi. Answer phone calls with politeness and proper etiquette
- xii. Carry out all activities with confidence, courtesy and empathy.

- xiii. Prepare and present monthly customer care reports to the immediate supervisor and advise the MHSD management on how to improve the customer care and client/ staff relationships.
- xiv. Perform any other duties that may be assigned by the immediate supervisor.

5. EDUCATIONAL QUALIFICATIONS:

Diploma in Nursing or Social Work with documented training in Customer Care, Marketing or Public relations.

6. WORK EXPERIENCE:

At least 3 years of work experience in a customer care role in a Tertiary level Hospital. Experience in private practice or work in an International Organization will be an advantage.

7. OTHER RELEVANT SKILLS:

- i. Must be computer literate and be able to use the Integrated Medical System software (IMRS) or Hospital Information System (HIS).
- ii. Must have excellent interpersonal skills, ability to work as part of a Team, motivate colleagues and work in a multicultural environment.
- iii. Must have good communication skills with clients, patients and their families and colleagues. She/ He should be able to get along well with people and instill confidence.
- iv. Should display high level of professionalism, ethical behavior, confidentiality, attention to detail and problem-solving abilities.
- v. Should exhibit patience and empathy in his/her work.
- vi. Maintain effective working relationships with others, utilizing tact, courtesy, and diplomacy and must be able to work well under stressful conditions.

8. EVALUATION AND QUALIFICATION CRITERIA:

For evaluation of the expressions of interest the following criteria will be applied:

- a) Academic Qualification and relevant professional training (30 points);
- b) Strength of relevant experience related to the Assignment (60 points)
- c) Experience in International Organizations (5)
- d) Language (5 points)

9. PAYMENT ARRANGEMENTS:

All Consultants are called for duty on need basis and payment is effected at the end of every month for the days/hours worked.

10. REMUNERATION: Non-negotiable Fixed Rate of USD 60/shift worked

11. DURATION OF THE ASSIGNMENT:

Successful applicants will be issued with a 2-year framework contract and will be contacted for assignment as and when a need arises. Applicants should express their readiness to work night shift, weekends and public holidays if the assignment so require.