

# Job Framework:

Specialist – Clinical Support



General role information	
Job Title:	Senior Specialist – WISH2 Clinical Support
Reporting to:	Global Medical Director
Salary Band:	10
Notice period:	3 months
Career Band:	(Part-time role till the duration of the WISH 2 Project)
Budget Responsibility?	No
Direct Reports?	No
Client facing role?	No
Introduction:	
<p>MSI Reproductive Choices is one of the world’s leading providers of sexual and reproductive healthcare. We believe everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.</p> <p>Today, our organization has over 9,000 team members working in 36 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high-quality, client-centered care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.</p>	
The role	
<p>The Medical Development Team (MDT) provides strategic and technical leadership for MSI’s clinical service provision globally. The MDT represents the organization on all clinical matters and delivers expert guidance and support to country programs. The team works to strengthen in-country clinical capacity to ensure consistently high standards of client safety, service effectiveness, and client experience across all service delivery channels.</p> <p>Reporting to the Global Medical Director (GMD) and working in close collaboration with the Project Director, the post holder will support the Women’s Integrated Sexual Health 2 (WISH 2) programme.</p> <p>The person will be the main MSI clinical focal point for the FCDO team managing the WISH2 project. S/he will also work in close collaboration with the country programs funded by WISH2 and the MDT members supporting those countries to ensure that their WISH2 activities meet MSI’s clinical quality standards and FCDO expectations.</p> <p>In close collaboration with the WISH2 Director and the GMD, the post holder will also provide strategic direction to country programs funded by WISH2 to ensure that clinical quality, safety, and client-centered care remain at the heart of program delivery.</p>	

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we’re always looking for new ways to make our recruitment process as fair and unbiased as we can. If you’d like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

[recruitmentinbox@msichoice.org](mailto:recruitmentinbox@msichoice.org)

### Key Responsibilities

#### Clinical Leadership

- Act as the main clinical oversight focal point for FCDO, covering clinical governance, incident management, pharmaceutical due diligence, quality reporting, and country action plans (including non MSI countries – Chad and Mauritania).
- Work closely with the WISH 2 Project Director, MDT colleagues, Country Directors, and Clinical Directors to ensure clinical governance processes are fully implemented, and MSI clinical standards are consistently met.
- Provide targeted, intensive clinical support to WISH 2 country programs to ensure services are safe, effective, and deliver positive client experiences with a strong emphasis on the PSS channel.
- Ensure that service scale up does not compromise clinical quality or client safety and are fully compliant with actions agreed with FCDO.
- Provide strong clinical input during regional and country-level project design.
- Participate in all required FCDO technical engagements (quarterly calls) and ensure rapid follow-up on agreed actions.
- Engage with partner organizations, Ministries of Health, and regional bodies on SRH and related technical areas aligned with country program strategies.

#### Mentorship and Capacity Building

- Provide mentoring and support to country clinical leadership - both remotely and in country - to promote a culture of continuous quality improvement.
- Support countries to conduct high-quality competency assessments and establish continuous supportive supervision as the standard practice.
- Strengthening country clinical training capacity and support advocacy efforts for adoption of MSI clinical guidelines.
- Guide teams in conducting standardized training needs assessments as part of the annual business planning cycle.
- Ensure clinical training needs and technical assistance requirements are clearly reflected in country business plans and budgets.

#### Quality Assurance

- Conduct Quality Technical Assistance (QTA) visits in line with MSI standards and the annual QTA schedule.
- Support country teams in developing SMART action plans following clinical quality audits and incident investigations and provide follow-up to ensure timely implementation.

### Key Skills

- Results-oriented
- Comfortable meeting deadlines
- Ability to provide supportive and challenging feedback to senior staff
- Excellent communication and influencing skills
- Able to interpret complex information and communicate it clearly to non-technical audiences
- Flexible and adaptable in changing work environments
- Able to manage a fluctuating and sometimes heavy workload
- Adaptable and open to new ways of working
- Proficient in Microsoft Word, Excel, and PowerPoint

### Key Experience

- Past MSI experience is highly desirable. Experience in MSI's PSS programmes a strong plus
- Past experiences with DFID/FCDO funded projects a strong plus
- Significant SRH clinical experience with strong clinical management and supervision background, particularly in modern contraceptive services (LAPM) and safe abortion care
- Extensive experience working with Quality Assurance and Risk Management systems at an international level
- Experience in conducting clinical quality audits and follow-up/technical assistance visits for international programs

### Formal Education/qualification

- Qualified doctor, clinical officer, nurse, or midwife
- Postgraduate education in health or a related field, or equivalent relevant experience
- Excellent English. French (intermediate or higher)
- Regional language skills are an advantage

### Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solution-oriented, and be committed to promoting equality and safeguarding the welfare of team members and clients alike.

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## For this role, we're looking for an individual who is:

- Unequivocally pro-choice
- Based in the WACA region
- Comfortable with and sensitive to cultural diversity
- Available to travel to WISH2 countries
- A team player, enjoys working across teams and collaboration
- Good at building relationships both internally and externally
- Assertive and diplomatic

## Our Values

**Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client Centered:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long-term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

**Full Name:**

**Signature:**

**Date:**

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