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JOB DESCRIPTIONS

Position Title: Personal Assistant to CEO

Qualification:
MSc/MA/MBA from a recognized university

Experience:
Minimum 3 years of office work experience in similar capacity.

Skills

1. Adequate computer skills including internet and email applications
2. Adequate office work skills like drafting, filing and correspondence.
3. Adequate communication skills.

Organizational relationship

He will report to the CEO and follow his directions.

Responsibilities

(1) He shall assist the CEO to:
   a. Coordinate with all the Directorates of the Commission.
   b. Maintain proper office record of the CEO.
   c. Organize appointments/meetings.
   d. Make official correspondence and liaise with other persons/organizations.

(2) He shall maintain confidentiality related to his assignments and records.

(3) He shall perform any other duty assigned by the CEO.
JOB DESCRIPTION

Position Title: Budget & Accounts Officer

Qualification

ACCA/MBA (Finance)/Equivalent degree from a well reputed institution.

Experience

A minimum of three years of experience of management of budget & accounts with at least one year experience as Budget & Accounts Officer/Accounts Officer of a well reputed firm/organization

Skills

- Budget Management
- Audit management
- Adequate Computer skills including budget/finance related software.

Organizational relationship

He will report to the Deputy Director Finance.

Responsibilities

(1) He shall assist the Deputy Director Finance to:

- Process bills and ensure timely payment to vendors and suppliers.
- Ensure timely disbursement of pay and allowances to the staff.
- Maintain Cash Book, Ledger, Voucher Register, Petty Cash Register and other supporting documents related to the budget and accounts.
- Reconcile SHCC accounts with the bank on monthly basis.
- Prepare the annual budget and re-appropriation proposal, as the case may be, for a financial year in the prescribed manner.
- Prepare monthly, quarterly and annual statement of accounts of the Commission which shall include a balance sheet and an account of income and expenditure and submit the same to the Director Finance, through proper channel, for onward transmission to the Director M&E,
within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.

- Conduct pre-audit of all expenditures above Rs. 25,000/- in one case
- Ensure recovery of the fees, fines & penalties imposed under this Act or other dues recoverable under the Act as arrears of land revenue under the Sindh Land Revenue Act 1967 (Act XVI of 1967).
- Maintain auditable record of all financial transactions.
- Maintain liaison with the auditors on all audit matters.

(3) He shall devote his whole time and attention to the affairs of his Directorate.

(4) He shall perform any other task assigned by the Director Finance.
JOB DESCRIPTION

Position Title: Monitoring & Evaluation Officer

Qualification

MBBS with post-graduation in Hospital Administration/ Management/ Public Health/ Administration/equivalent degree recognized by PMDC/HEC

Experience

A minimum of four years of experience with at least one year of experience in monitoring and evaluation

Skills

- Comprehensive understanding of planning, monitoring & evaluation processes, data management and report writing
- Adequate Computer skills
- Adequate communication and presentation skills
- Adequate correspondence skills

Organizational relationship

He will report to the Deputy Director M&E and co-ordinate with the relevant staff of the other Directorates.

Responsibilities and Authorities

(1) He shall assist the Deputy Director M&E to:

- Ensure Directorate-wise preparation and implementation of periodic action plan.
- Monitor Key Performance Indicators (KPIs) for all Directorates of the Commission.
- Monitor & evaluate performance of all the Directorates.
- Conduct supportive supervision of the inspection teams working in the field.
- Identify areas for improvement and suggest measures for the same.
- Conduct capacity building sessions on the use of M&E tools and procedures.
- Ensure proper maintenance of record of all M&E activities/reports.
- Analyze monthly, quarterly and annual performance reports submitted by all the Directorates and settle queries if any.
- Prepare comprehensive monthly, quarterly and annual reports, on the activities and performance of the Commission and submit the same to the CEO regularly, through proper channel, within one month for monthly and within two months for quarterly/annual reports. The CEO shall place the reports before the Board for approval and, after taking approval of the Board, shall submit a copy
of the annual report to the Govt. and make it available for public as well, within ninety days, U/S 34(1) of the Act.

(2) He shall devote his whole time and attention to the affairs of his Directorate.

(3) He shall perform any other task assigned by the Director M&E.
JOB DESCRIPTION

Position Title: Admin Manager

Qualifications

MBA / equivalent from a recognized institution

Experience

A minimum of four years of relevant experience with at least one year experience as Admin Manager or Administrative Officer

Skills

- Adequate management skills
- Adequate computer skills
- Adequate communication skills

Organizational relationship

He will report to the Deputy Director Business Support, coordinate with the other managers and supervise Receptionists, Naib Qasids, Security Guards, Mali and Sanitary Workers.

Responsibilities

(1) He shall assist the Deputy Director Business Support to:

a. Manage the administration, operations and functions of the Commission;

b. Exercise administrative control over and provide day-to-day guidance to the subordinate staff

c. Manage proper deployment and inter-directorate transfer of the subordinate staff.

d. Liaise among the directorates of the Commission regarding administrative matters.

e. Prepare monthly, quarterly and annual report of his activities and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case of quarterly/annual reports.
(2) He shall be responsible to:

   a. Ensure timely repair & maintenance of the building, machinery, equipment and furniture & fixtures and maintain “Repair History Sheet” for each machinery and equipment.
   b. Organize meetings.
   c. Ensure adequate facilitation to the visitors at the reception
   d. Ensure adequate security and safety arrangements, round the clock.
   e. Maintain excellent sanitary conditions in and around the premises of the Commission.
   f. Keep the plants and green belts/open areas in well maintained condition.
   g. Issue “Gate Pass” for any item/vehicle that needs to be taken out of the premises

(3) He shall devote his whole time and attention to the affairs of his directorate.

(4) He shall perform any other task assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Driver

Qualifications
Matric from a recognized board along with valid professional driving license

Experience
A minimum of three years working experience in a well reputed organization/institution

Skills
- Good driving skills with no record of frequent traffic Challans or any major accident
- Basic mechanical/maintenance skills for troubleshooting

Organizational relationship
He will report to the Procurement & Logistics Manager and coordinate with storekeeper & inspection/investigation teams

Responsibilities
(1) He shall assist the Procurement & Logistics Manager to:
   a. Provide logistic support for activities of the Commission
   b. Ensure timely repair & maintenance of vehicles of the Commission
   c. Transport the authorized staff & members of inspection/investigation teams.
   d. Maintain supply chain of store items
   e. Keep the vehicles on-road
(2) He shall be responsible to:
   a. Maintain Log Book of the vehicle on daily basis
   b. Keep the vehicle thoroughly neat & clean at all the times
   c. Ensure regular preventative maintenance of the vehicle including daily checking of tyre pressure & condition and all oils/fluıds of the vehicle etc.
d. Ensure timely repair of vehicles to keep these on-road

  e. Keep maintenance & repair record of the vehicle

  f. Follow routes and time schedules

  g. Follow traffic rules and safety standards

  h. Get his driving license renewed in time

  i. Timely deposit the token fee and any other charge on vehicle under his control

  j. Get the Mileage Certificate on annual basis

  k. Ensure fuel economy

(3) He shall be personally responsible for violation of traffic rules and accidents if held as defaulter.

(4) He shall devote his whole time and attention to the affairs of his directorate.

(5) He shall perform any other task assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Information Technology Manager

Qualifications

Masters in Computer Sciences /equivalent from a recognized institution

Experience

A minimum of four years of relevant experience with at least one year experience as IT Manager/equivalent

Skills

- Management of computer hardware/software
- Database management
- Computer networking
- Web designing
- Adequate communication skills

Organizational relationship

He will report to the Deputy Director Business Support, coordinate with the other managers and supervise Data Analyst

Responsibilities

(1) He shall assist the Deputy Director Business Support to:

- Maintain and update I.T. equipment
- Develop, maintain and update computer software & programs
- Develop and regularly update SHCC database
- Ensure that data collection and analysis system is working efficiently.
- Ensure security of data, network access and backup systems
f. Prepare monthly, quarterly and annual report of the IT related activities and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case of quarterly/annual reports.

(2) He shall devote his whole time and attention to the affairs of his directorate.

(3) He shall perform any other task assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Media Assistant

Qualification:

MBA Marketing/Masters in Mass Communication/equivalent from a recognized university

Experience:

Minimum three years of relevant experience

Skills

(a) Expertise in different forms of advertisement, media analytic soft wares etc.
(b) Adequate computer skills
(c) Adequate research skills
(d) Adequate communication and presentation skills

Organizational relationship

He will report to the Deputy Director Communication and coordinate with Graphic Designer & Helpline Assistant

Responsibilities

(4) He shall assist the Deputy Director Communication to:

a. Ensure timely publications of all SHCC related materials
b. Prepare press releases & news reports of different functions & events and send publication in the print & electronic media.
c. Build and nurture rapport with the national and local media to ensure that SHCC’s advocacy messages and program achievements receive positive media attention
d. Conduct research to collect useful data about the media e.g. rating, effectiveness etc.
e. Ensure that SHCC’s website is updated and improved regularly by posting articles, blogs, videos and other related contents.

f. Prepare monthly, quarterly and annual report of the media & advertisement related activities and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.

(5) He shall devote his whole time and attention to the affairs of his directorate.

(6) He shall perform any other duty assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Naib Qasid

Qualifications
Matric from a recognized school

Experience
At least three years of experience as Naib Qasid in an institution

Skills
a. Adequate understanding of day-to-day office work
b. Food serving etiquettes
c. Organization of office files and furniture

Organizational relationship
He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities
(1) He/she shall be responsible to:
   a. Keep the office environment neat and tidy, by dusting/cleaning/washing of all furniture & fixtures including doors & windows.
   b. Help the office holder in performance of his duties
   c. Attend the visitors and arrange their meetings with the office holder
   d. Remain gentle and courteous to the visitors
   e. Maintain office record and arrange files and documents
   f. Receive and disseminate official letters etc.

(2) He/she shall devote his/her whole time and attention to the affairs of his directorate.

(3) He/she shall perform any other duty assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Receptionist

Qualifications

Graduation from a recognized institution

Experience

At least three years of experience as Receptionist/Front Desk Officer

Skills

d. Pleasant listening and communication skills
e. Adequate computer skills
f. Adequate understanding of operational matters of the organization
g. Customer service attitude
h. Adequate office work skills like diary, dispatch, record keeping etc.

Organizational relationship

He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities

(1) He/she shall be responsible to:

a. Greet and welcome visitors
b. Maintain record of the visitors and control access by issuing visitor badges
c. Guide the visitors to the appropriate person and office
d. Answer, screen and forward incoming phone calls
e. Prevent un-authorized use of telephone facility
f. Ensure that reception area is tidy and presentable
g. Provide accurate information in-person and on phone
h. Receive, sort, record and distribute daily mail/deliveries
i. Receive letters/applications by hand and issue diary number after making entry in diary register
j. Issue computerized receipt against any payment immediately and hand-over the cash/cheques to the Budget & Accounts Officer in writing before leaving his/her duty place

(2) He/she shall devote his/her whole time and attention to the affairs of his directorate.

(3) He/she shall perform any other duty assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Sanitary Worker

Qualifications
Matric from a recognized school

Experience
At least three years of experience as Sanitary Worker in an institution

Skills
a. Adequate understanding of waste management
b. Adequate sanitation skills including opening of blocked sewer lines
c. Adequate expertise in use of sanitation materials

Organizational relationship
He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities
(1) He/she shall be responsible to:
   a. Maintain excellent sanitary conditions in and around SHCC premises
   b. Use right technique, right chemical and in right quantity
   c. Ensure proper disposal of waste
   d. Ensure that there is no stagnant water anywhere in and around SHCC premises
(2) He/she shall devote his/her whole time and attention to the affairs of his directorate.
(3) He/she shall perform any other duty assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Security Guard

Qualifications

- Matric from a recognized school
- Valid license of a firearm shall be preferred

Experience

- At least three years of experience as Security Guard in an institution
- Retired military/paramilitary personnel shall be preferred

Skills

- Ability to overall, maintain and use a firearm with accuracy
- Ability to respond quickly in emergency situation
- Ability to operate various security/fire extinguishing equipment
- Adequate communication skills

Organizational relationship

He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities

(4) He/she shall be responsible to:

- Remain pleasant, courteous and polite under all circumstances
- Ensure adequate security and safety arrangements for staff, visitors and SHCC property.
- Ensure that no item/vehicle go out of gate without “Gate Pass” issued by the Procurement & Logistics Officer or his senior in his absence
d. Monitor security control panels, alarms, CCTV cameras and other security equipment

e. Patrol the assigned areas and enforce security/parking rules & regulations

f. Prevent entry of un-authorized persons and check CNIC and luggage of all visitors

g. Maintain “Entry/Exit Record” of items, vehicles and staff

h. Maintain record of visitors and their sign-in sheets daily.

i. Maintain weapon and ammunition (if provided) in perfect neat and working condition

j. Report any adverse event immediately to the Admin Manager.

k. Call the relevant law enforcing agencies in case of security threat.

l. Call ambulance, fire brigade and police in case of fire/non-fire emergencies

m. Open, secure, and close the building as scheduled.

(5) He/she shall devote his/her whole time and attention to the affairs of his directorate.

(6) He/she shall perform any other duty assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Storekeeper

Qualifications
  - Graduation from a recognized institution
  - Diploma in Materials Management shall be preferred

Experience
A minimum of three years working experience as storekeeper in a well reputed organization/institution

Skills
  - Thorough understanding of storing procedures & conditions, safety & security arrangements and ways & means to control pilferage and wastage
  - Inventory control
  - Record keeping
  - Need assessment and determination of minimum stock levels
  - Maintenance of supply chain
  - Determination of specifications and approval of samples in case of non-branded items
  - Preparation of proper supply order
  - Inspection techniques
  - Adequate computer and calculation skills

Organizational relationship
He will report to the Procurement & Logistics Manager and coordinate with storekeeper & inspection/investigation teams

Responsibilities
(1) He shall assist the Procurement & Logistics Manager to:
   a. Prepare annual procurement plan
   b. Finalize the specifications of the stores
   c. Negotiate with the vendors/contractors to secure advantageous terms
   d. Procure vehicles/goods/services to ensure smooth functioning
(2) He shall be responsible to:
   a. Receive stores in right quantity and quality as per supply order
   b. Get the newly received stores inspected by the designated committee
   c. Get the rejected stores replaced timely by the vendor
   d. Make the proper stock entry
   e. Ensure proper storage
   f. Process the bills
   g. Process the indents and issue the stores
   h. Maintain the minimum stock level of each item
   i. Initiate demand in time

(3) He shall devote his whole time and attention to the affairs of his directorate.
(4) He shall perform any other task assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Training Assistant

Qualification:

MSc/MA/MBA from a recognized university

Experience:

Minimum three years of office work experience.

Skills

1. Adequate computer skills including internet and email applications
2. Adequate office work skills like drafting, diary, dispatch, filing and correspondence.
3. Adequate communication skills.

Organizational relationship

He will report to the higher officer as per his adjustment orders.

Responsibilities

1. He shall assist the Directorate of Clinical Governance & Trainings to:
   a. Implement annual training plan.
   b. Carry out official correspondence.
   c. Develop and update training manuals, modules & materials for the required trainings.
   d. Coordinate with all the Directorates of the Commission and registered healthcare establishments to get nominations for different trainings.
   e. Finalize the training schedules, the trainers, the participants and communicate with all concerned.
   f. Organize and conduct the trainings.
g. Maintain all relevant record and keep it up to date.

h. Prepare monthly, quarterly and annual report of the trainings conducted and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.

(2) He shall devote his whole time and attention to the affairs of his directorate.

(3) He shall perform any other duty assigned by the Director Clinical Governance & Trainings.
JOB DESCRIPTION

Position Title: Complaints Assistant

Qualification:

MSc/MA/MBA from a recognized university

Experience:

Minimum of three years of office work experience preferably in the health sector.

Skills

1. Adequate computer skills including internet and email applications
2. Adequate office work skills like drafting, diary, dispatch, filing and correspondence.
3. Adequate communication skills.

Organizational relationship

He will report to the higher officer as per his adjustment orders.

Responsibilities

(1) He shall assist the Directorate of Complaints to:
   a. Handle the complaints.
   b. Evaluate all the complaints to determine their maintainability.
   c. Carry out correspondence with the parties and all concerned.
   d. Assist and guide the persons visiting the Commission for attending inquiry/investigation proceedings.
   e. Organize and conduct inquiry/investigation.
   f. Maintain all relevant record and keep it up to date.
   g. Prepare monthly, quarterly and annual report on the complaints dealt under the Act and submit the same to the Director M&E, within two weeks in case of
monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.

(2) He shall maintain confidentiality related to his assignments, records and follow SOPs.

(3) He shall devote his whole time and attention to the affairs of his directorate.

(4) He shall perform any other duty assigned by the Director Complaints.
JOB DESCRIPTION

Position Title: Registration Assistant

Qualification:

MSc/MA/MBA from a recognized university

Experience:

Minimum 3 years of office work experience.

Skills

1. Adequate computer skills including internet and email applications
2. Adequate office work skills like drafting, diary, dispatch, filing and correspondence.
3. Adequate communication skills.

Organizational relationship

He will report to the higher officer as per his adjustment orders.

Responsibilities

(1) He shall assist the Directorate of Licensing & Accreditation to:
   a. Maintain register of all healthcare service providers/healthcare establishments.
   b. Implement annual plan for registration of health care establishments.
   c. Carry out official correspondence.
   d. Organize and conduct meetings.
   e. Assist and guide the person visiting the Commission for registration.
   f. Evaluate and process all applications for registration, identify the deficiencies and take necessary rectification measures.
   g. Issue Registration Certificate within prescribed timeframe.
   h. Maintain all relevant records and keep it up to date.
i. Prepare monthly, quarterly and annual report on the healthcare establishments registered under the Act and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.

(2) He shall devote his whole time and attention to the affairs of his directorate.

(3) He shall perform any other duty assigned by the Director Licensing & Accreditation.
JOB DESCRIPTION

Position Title: Law Officer

Qualification

LLB/equivalent, duly registered with Pakistan Bar Council and any District Bar Council

Experience

A minimum of six years of experience as practicing lawyer in high court/supreme court

Skills

- Adequate drafting skills
- Adequate argumentation and reasoning skills
- Adequate understanding of professional ethics
- Adequate computer skills
- Adequate correspondence skills

Organizational relationship

He will report to the Senior Law Officer and coordinate with all the directorates regarding legal matters/cases under supervision of his senior.

Responsibilities and authorities

(1) He shall look after duties of the Senior Law Officer in his absence.
(2) He shall assist the Senior Law Officer in discharge of his duties.
(3) He shall devote his whole time and attention to the affairs of his directorate.
(4) He shall perform any other task assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Receptionist

Qualifications

Graduation from a recognized institution

Experience

At least three years of experience as Receptionist/Front Desk Officer

Skills

i. Pleasant listening and communication skills
j. Adequate computer skills
k. Adequate understanding of operational matters of the organization
l. Customer service attitude
m. Adequate office work skills like diary, dispatch, record keeping etc.

Organizational relationship

He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities

(4) He/she shall be responsible to:

a. Greet and welcome visitors
b. Maintain record of the visitors and control access by issuing visitor badges
c. Guide the visitors to the appropriate person and office
d. Answer, screen and forward incoming phone calls
e. Prevent un-authorized use of telephone facility
f. Ensure that reception area is tidy and presentable
g. Provide accurate information in-person and on phone
h. Receive, sort, record and distribute daily mail/deliveries
i. Receive letters/applications by hand and issue diary number after making entry in diary register

j. Issue computerized receipt against any payment immediately and hand-over the cash/cheques to the Budget & Accounts Officer in writing before leaving his/her duty place

(5) He/she shall devote his/her whole time and attention to the affairs of his directorate.

(6) He/she shall perform any other duty assigned by the Director Business Support.
JOB DESCRIPTION

Position Title: Anti-Quackery Assistant

Qualification:

MSc/MA/MBA from a recognized university

Experience:

Minimum 3 years of office work experience preferably in the health sector.

Skills

4. Adequate computer skills including internet and email applications
5. Adequate office work skills like drafting, diary, dispatch, filing and correspondence.
6. Adequate communication skills.

Organizational relationship

He will report to the higher officer as per his adjustment orders.

Responsibilities

(7) He shall assist the Directorate of Anti-Quackery to:
   a. Arrange anti-quackery campaigns on regular basis.
   b. Coordinate with government authorities and law enforcement agencies.
   c. Maintain proper record of the anti-quackery activities, results achieved and all other ancillary matters.
   d. Organize and conduct personal hearings.
   e. Prepare monthly, quarterly and annual reports of the anti-quackery activities.

(8) He shall maintain confidentiality related to his assignments, records and follow SOPs.

(9) He shall perform any other duty assigned by the Director Anti-Quackery.
JOB DESCRIPTION

Position Title: Monitoring & Evaluation Officer

Qualification

MBBS with post-graduation in Hospital Administration/ Management/ Public Health/Administration/equivalent degree recognized by PMDC/HEC

Experience

A minimum of four years of experience with at least one year of experience in monitoring and evaluation

Skills

- Comprehensive understanding of planning, monitoring & evaluation processes, data management and report writing
- Adequate Computer skills
- Adequate communication and presentation skills
- Adequate correspondence skills

Organizational relationship

He will report to the Deputy Director M&E and co-ordinate with the relevant staff of the other Directorates.

Responsibilities and Authorities

(4) He shall assist the Deputy Director M&E to:

- Ensure Directorate-wise preparation and implementation of periodic action plan.
- Monitor Key Performance Indicators (KPIs) for all Directorates of the Commission.
- Monitor & evaluate performance of all the Directorates.
- Conduct supportive supervision of the inspection teams working in the field.
- Identify areas for improvement and suggest measures for the same.
- Conduct capacity building sessions on the use of M&E tools and procedures.
- Ensure proper maintenance of record of all M&E activities/reports.
- Analyze monthly, quarterly and annual performance reports submitted by all the Directorates and settle queries if any.
- Prepare comprehensive monthly, quarterly and annual reports, on the activities and performance of the Commission and submit the same to the CEO regularly, through proper channel, within one month for monthly and within two months for quarterly/annual reports. The CEO shall place the reports before the Board for approval and, after taking approval of the Board, shall submit a copy
of the annual report to the Govt. and make it available for public as well, within ninety days, U/S 34(1) of the Act.

(5) He shall devote his whole time and attention to the affairs of his Directorate.

(6) He shall perform any other task assigned by the Director M&E.