



**Kenyatta University Teaching,
Referral & Research Hospital
(KUTRRH)**

**Job Descriptions for Advertised
Positions**

June 2023

KENYATTA UNIVERSITY TEACHING, REFERRAL & RESEARCH HOSPITAL (KUTRRH)

ADVERTISEMENT FOR SHORT-TERM VACANT POSITIONS

Kenyatta University Teaching, Referral and Research Hospital (KUTRRH) is a State Corporation under the Ministry of Health, registered under Legal Notice Number 4 of the State Corporations Act Cap 446. The Hospital seeks to engage qualified staff on a short-term contract for the positions listed below. Applicants must demonstrate diligence, commitment and a positive attitude.

1. CREDIT CONTROL OFFICERS V/ST/2/2023 - 2 POSTS

Job Purpose

Reporting to the Credit Control and Insurance Manager, the Credit Control Officer's job exists to ensure proper maintenance of monthly cash collections performance as per set target and carrying out credit control administration activities as per the credit control process at KUTRRH.

Duties and Responsibilities

- Monitor and manage the hospital's credit and collection activities.
- Ensure timely collection of payments from patients and insurance companies.
- Maintain accurate records of accounts receivable and update billing information.
- Communicate with patients and insurance companies regarding payment inquiries and discrepancies.
- Implement credit control policies and procedures to minimize bad debt and improve cash flow.
- Any other duties assigned by the Supervisor.

Qualifications & Requirements

- i. Bachelor's degree in finance, accounting or a related field.

- ii. A CPA-K or equivalent will be an added advantage.
- iii. Proven experience in credit control or accounts receivable management.
- iv. Excellent knowledge of financial principles and accounting practices.
- v. Attention to detail and accuracy in record-keeping.
- vi. Proficiency in using financial software and MS Excel.
- vii. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- i. Strong interpersonal skills to build relationships with patients and insurance representatives.
- ii. Ability to work independently and handle multiple tasks simultaneously.
- iii. Good organizational skills and ability to meet deadlines.
- iv. Assertiveness and ability to handle difficult conversations.
- v. Attention to customer service and patient satisfaction.
- vi. Strong analytical and problem-solving skills.
- vii. Excellent communication and negotiation skills.
- viii. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

2. WAITER V/ST/3/2023 - 1 POST

Job Purpose

Reporting to the Head of Catering Services, the job exists to attend to the Food and Beverage Service needs of patients admitted in the Hospital as well as the catering needs of other Hospital functions.

Duties and Responsibilities

- Deliver meals to patients' rooms and provide them with information.
- Serve food and beverage to patients and clients at the designated areas within the required timelines.

- Ensure proper hygiene in handling of food and food items.
- Provide excellent customer service and address inquiries or concerns.
- Collaborate with the kitchen staff to ensure timely and efficient service.
- Any other duties as may be assigned by the Head of the Department.

Qualifications & Requirements

- A Certificate in Hospitality, Food & Beverage Production or related course from a reputable institution.
- Proven experience as a waiter or in a similar customer service role.
- Knowledge of food and beverage menus and service techniques.
- Familiarity with kitchen sanitation and safety regulations.
- Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- Adaptability and flexibility to meet customer needs.
- Problem-solving skills to address customer concerns.
- Ability to multitask and prioritize tasks efficiently.
- Excellent communication and interpersonal skills.

3. LAUNDRY PORTER V/ST/4/2023 – 1 POST

Job Purpose

Reporting to the Laundry Supervisor, the Laundry Porter job exists to coordinate and provide Laundry porter services, in the Hospital.

Duties and Responsibilities

- Collect soiled linen and clothing from various hospital departments.
- Sort and distribute clean laundry.

- Maintain inventory of clean linen and request replenishment as needed.
- Ensure proper handling and storage of contaminated or infectious materials.
- Any other duty as assigned by the supervisor.

Qualifications & Requirements

- A minimum of Kenya Certificate of Secondary Education (KCSE) mean grade D (Plain) or its equivalent qualification.
- Previous experience in laundry operations or a similar role.
- Knowledge of infection control and hygiene standards.
- Basic record-keeping skills.
- Proficiency in computer applications.
- Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- Time management skills to ensure laundry is processed efficiently.
- Attention to detail and quality in delivering clean and properly folded laundry.
- Ability to work independently with minimal supervision.
- Good interpersonal skills to interact with Hospital staff.

4. CALL CENTRE AGENTS V/ST/5/2023 - 2 POSTS

Job Purpose

Reporting to the Customer Relations Officer, the Call Centre Agent's job exists to provide exceptional customer service and support to clients, ensuring a positive experience and efficient resolution of inquiries, appointments, and general information.

Duties and Responsibilities

- Receive all external telephone calls to the Hospital and redirect them to the appropriate recipients in the hospital.
- Provide exceptional customer service and ensure a positive experience for callers.
- Resolve customer complaints or escalate issues to the appropriate department.
- Liaise with accounts section on payment of telephone bills and purchase of calling cards in the hospital.
- Update Hospital telephone directory information for easier and convenient contacts in the hospital.
- Adhere to call center policies and procedures.
- Any other duty as assigned by the supervisor.

Qualifications & Requirements

- i. Diploma in Front Office Operations, Communication or related field from a recognized Institution.
- ii. Proven experience in a call center or customer service role.
- iii. Fluent in English and Kiswahili languages
- iv. Proficiency in Computer Applications
- v. Knowledge of medical terminology and Hospital procedures is an added advantage.
- vi. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- i. Active listening skills to understand customer needs.
- ii. Problem-solving skills to handle customer complaints or difficult situations.
- iii. Ability to remain calm and professional under difficult situations.
- iv. Ability to handle multiple calls and inquiries simultaneously.
- v. Teamwork and collaboration skills to work effectively with colleagues.

5. OFFICE ASSISTANTS V/ST/6/2023 - 2 POSTS

Job Purpose

The Office Assistant's job exists to provide essential support in maintaining the smooth operation of the office by attending to general routine office services, performing messengerial duties, ensuring cleanliness and tidiness of the work environment, and assisting with various tasks as assigned,

Duties and Responsibilities

- Attendance to general routine office services;
- Perform messengerial duties i.e. Dispatch letters, files and other documents;
- Perform cleaning services, dust offices and ensure habitable office conditions;
- Collection and disposal of waste;
- Ensure tidiness of the work environment;
- Provide specifications for cleaning materials, equipment and their safe custody;
- Move or carry office equipment, furniture and ensure orderly arrangement;
- Any other duties assigned by the Supervisor.

Qualifications & Requirements

- i. A minimum of Kenya Certificate of Secondary Education (KCSE) mean grade D (Plain) or its equivalent qualification.
- ii. Proficiency in English and Kiswahili languages;
- iii. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies:

- i. Professional and courteous demeanor.
- ii. Strong work ethic and reliability.
- iii. Ability to maintain confidentiality and handle sensitive information.
- iv. Willingness to learn and adapt to new tasks.
- v. Team player and willingness to assist colleagues.

6. DRAUGHTSMEN V/ST/7/2023 - 2 POSTS

Job Purpose

The Draughtsman is responsible for creating detailed technical drawings and plans based on architectural designs, ensuring accuracy and precision for construction and project implementation.

Duties and Responsibilities

- Prepare detailed technical drawings and plans based on architectural designs.
- Utilize computer-aided design (CAD) software to create and modify drawings.
- Collaborate with architects and engineers to ensure accuracy and compliance with specifications.
- Provide support in creating construction documents and material lists.
- Review and revise drawings based on feedback and changes in project requirements.
- Maintain proper documentation of drawings and revisions.

Qualifications & Requirements

- i. Diploma in architectural drafting or a related field.
- ii. Proficiency in CAD software, such as AutoCAD or Revit.
- iii. Knowledge of architectural design principles and building codes.
- iv. Ability to interpret and understand architectural plans.
- v. Good communication and teamwork skills.
- vi. Knowledge of 3D modeling software is a plus.
- vii. Demonstrated commitment to accuracy and manual dexterity.
- viii. Proficiency in Computer skills.
- ix. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- i. Analytical and problem-solving skills.
- ii. Good time management skills to meet project deadlines.
- iii. Ability to work independently and collaboratively.
- iv. Attention to detail and precision in technical drawings.
- v. Willingness to learn and stay updated with new drafting technologies

7. SURVEYOR V/ST/8/2023 - 1 POST

Job Purpose

The Surveyor's job exists to conduct land surveys and measurements, analyze and interpret data, and provide accurate information for construction, development, and land management purposes.

Duties and Responsibilities:

- Conduct land surveys and measurements using specialized equipment.
- Prepare survey reports, maps, and plans based on collected data.
- Interpret and analyze survey data to determine boundaries, elevations, and other details.
- Collaborate with engineers, architects, and construction teams to provide accurate survey information.
- Ensure compliance with land surveying standards and regulations.
- Maintain survey equipment and perform routine calibration and maintenance.
- Carry out any other duty as may be assigned from time to time.

Qualifications & Requirements

- i. Bachelor's degree in land surveying, geomatics, or a related field.
- ii. Proven experience in land surveying and mapping.
- iii. Proficiency in using surveying equipment and software.
- iv. Strong knowledge of surveying principles, methods, and procedures.

- v. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- i. Analytical and problem-solving skills.
- ii. Time management skills to meet project deadlines.
- iii. Attention to detail and precision in surveying measurements.
- iv. Strong organizational skills to manage and document survey data.

8. GENDER MAINSTREAMING OFFICER V/ST/9/2023 – 1 POST

Job Purpose

The jobholder is responsible for developing gender mainstreaming strategies, policies and creating gender awareness while developing gender initiatives that would position KUTRRH as a gender-friendly environment.

Duties and Responsibilities:

- Ensure the Hospital has in place policies that provide for equal opportunities for all genders in areas of recruitment, training, promotions, remuneration, participation in committees, travel etc without any discrimination.
- Develop affirmative action plans that ensures KUTRRH is a leading public institution is fulfilling Kenya's constitutional requirement in matter of gender representation.
- Ensure the Hospital has policies that create an enabling working environment for all genders taking care of special needs of any particular group.
- Plan, develop and implement programs and activities that promote gender affairs in the Hospital.
- Develop monitoring and evaluation tools for measuring the success and effectiveness of gender initiatives and compliance levels with statutory requirements on gender affairs in the Hospital.

- Prepare periodic management reports (weekly, monthly, quarterly and annual) on gender affairs.
- Collect data and maintain database on various matters of interest on gender affairs companywide
- Source external financing for Gender activities and programmes
- Establish and maintain partnerships with governmental agencies on gender affairs, NGOs and other organizations that promote gender affairs
- Offer advice to management on gender affairs
- Perform any other duties allocated by Management from time to time.
- Liaise with key company, national and international stakeholders, partners and donors to facilitate and enhance contribution towards the implementation of the gender equality agenda.

Qualifications & Requirements

- A Bachelor's degree in Social Work, Sociology or other related disciplines.
- Proven experience in gender mainstreaming or gender equality work.
- In-depth knowledge of gender issues and best practices in gender mainstreaming.
- Ability to work with diverse stakeholders and foster collaboration.
- Familiarity with relevant gender laws and policies in Kenya.
- Computer skills with proficiency in MS Word, MS Project, Excel and PowerPoint.
- Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- Sensitivity and empathy towards gender-related issues.
- Ability to facilitate discussions and promote inclusive environments.
- Strong interpersonal skills to build relationships and influence change.
- Excellent organizational and project management skills.
- Ability to work independently and as part of a team.

9. MEDICAL OFFICER - V/ST/10/2023 - 1 POST

Job Purpose

The Medical Officer is responsible for providing diagnostic, curative, rehabilitative and preventive health care services to patients under their care to whom they are entrusted to provide quality health care services.

Duties and Responsibilities

- Undertaking “first-on-call” duties including clerking, investigating and managing patients.
- Reviewing patients and instructing in writing all the recommendations
- Conducting weekly clinic and theatre days
- Performing emergency surgeries;
- Working with Medical Specialists in wards, theatres and clinics;
- Undertaking medico-legal duties including filling of P.3 forms, court attendance and performing post mortems
- Undertaking medical examinations;
- Training and supervising Medical Officers (Interns) and other students
- Carrying out outreach services;
- Ensuring data and information is collected, transmitted and utilized to benefit the customer and service provider
- Preparing medical reports.

Qualifications & Requirements

- i. Bachelor of Medicine and Bachelor of Surgery (MBCChB) degree from an institution recognized by the Kenya Medical Practitioners’ and Dentist Council.
- ii. Completed one (1) year medical internship.
- iii. Registration Certificate by the Kenya Medical Practitioners’ and Dentists’ Council.
- iv. Valid practicing license from Kenya Medical Practitioners’ and Dentists’ Council.
- v. Must possess a professional indemnity cover

- vi. Proficiency in computer applications.
- vii. Possesses a deep understanding of medical theories, principles, and practices, demonstrating comprehensive medical knowledge.
- viii. Exhibits proficiency in conducting various medical examinations, performing procedures, and interpreting diagnostic tests with precision and accuracy.
- ix. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- i. Shows compassion, empathy, and a patient-centered approach, providing care that considers the individual needs and concerns of patients.
- ii. Makes sound decisions and effectively solves complex medical problems, utilizing critical thinking skills and prioritizing patient well-being.
- iii. Communicates effectively and empathetically with patients and colleagues, both verbally and in writing, fostering strong relationships and understanding.
- iv. Works collaboratively and harmoniously within multidisciplinary teams, contributing to a positive team environment and optimal patient outcomes.
- v. Upholds the highest standards of ethical behavior and professionalism, maintaining patient confidentiality and adhering to ethical guidelines and regulations.

10. GENERAL NURSE V/ST/11/2023 - 1 POST

Job Purpose

The role of a General Nurse is to deliver high-quality patient care across various healthcare settings by assessing, planning, implementing, and evaluating nursing interventions while ensuring patient safety, comfort and optimal outcomes.

Duties and Responsibilities

- Provide holistic, preventive, curative, rehabilitative and palliative health care services using nursing procedures to meet health needs of clients/patients;

- Maintain nursing records and confidentiality of information relating to patients/clients;
- Provide safe patient care in a conducive environment;
- Transfer referred patients from unit for further diagnosis or specialized treatment from other units of the hospital.
- Provide general nursing services and care to patients in the hospital.
- Support Medical Officers and Medical Specialists in attending to patients.
- Administer medication to patients as prescribed by Medical Officers and Medical Specialists.
- Monitor and document patients' progress and report the same to the Medical Officers and Medical Specialists in the hospital.
- Liaise with other healthcare staff in handling patients with multiple or complex medical conditions.
- Ensure that the nursing areas of the Hospital are clean and tidy complying with sanitation standards of the hospital.
- Perform any other duties as may be assigned in the area of health care.

Qualifications & Requirements

- i. Diploma in any of the following disciplines; Kenya Registered Community Health Nursing, Kenya Registered Nursing, Kenya Registered Nursing/Midwifery or Kenya Registered Nursing/Mental Health and Psychiatry or equivalent qualification from a recognized institution.
- ii. Registration Certificate issued by the Nursing Council of Kenya
- iii. Valid practicing license from Nursing Council of Kenya
- iv. Proficiency in computer applications.
- v. Expertise in nursing principles, practices, and procedures, demonstrating a strong foundation of nursing knowledge.
- vi. Proficient in clinical skills such as patient assessment, medication administration, wound care, and other nursing interventions.

vii. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.

Key Competencies

- i. Compassionate and empathetic approach in providing patient care, fostering a trusting and supportive relationship with patients.
- ii. Effective communication and interpersonal skills, enabling clear and concise communication with patients, families, and healthcare team members.
- iii. Ability to work collaboratively as part of a multidisciplinary team, promoting coordinated and holistic patient care.
- iv. Adherence to ethical and professional standards, ensuring patient confidentiality, privacy, and maintaining professional boundaries.