

Volunteer Brief and Terms of Reference

Strengthening nursing supervision at Hargeisa Group Hospital in Somaliland

Summary

King's Global Health Partnerships (KGHP) is seeking two volunteers to support the implementation of a new nursing shift supervision system at Hargeisa Group Hospital in Somaliland. This document provides an overview of KGHP's work, the project and scope of the volunteering opportunity.

King's Global Health Partnerships

King's Global Health Partnerships works with health facilities, academic and public institutions to strengthen health systems and improve the quality of care in four countries: Somaliland, Sierra Leone, the Democratic Republic of Congo and Zambia. We bring together research, education and clinical expertise from King's College London, the NHS, and our international partners to: educate and train healthcare workers; strengthen healthcare institutions; and enhance national health policies and systems

King's Somaliland Partnership

KGHP has been working in Somaliland since 2000. To address the challenges facing the Somaliland healthcare system, we focus on health professionals' education and training, policy and regulation, hospital management, and research. We work with a broad range of partners including the ministries of health and education, health regulators, universities and hospitals. We are currently delivering 'Prepared for Practice' a 5-year flagship project funded by the Department for International Development that aims to reform the health education sector. We are now scaling up our work to strengthen the quality of health care delivered and we are working closely with Hargeisa Group Hospital at the invitation of the Ministry of Health Development.

Strengthening hospital management and operational systems at Hargeisa Group Hospital

Hargeisa Group Hospital (HGH) is one of the six regional hospitals in Somaliland and the only tertiary and referral public hospital in the country. Located in Hargeisa, the country's capital, the hospital delivers healthcare to an estimated population of 1 million people in the Maroodi-jeex region. KSP have a long history of working with HGH. Over the past decade, we have supported the establishment of the national medical internship, introduced clinical audit and delivered training in mental health.

Excellent management and leadership are vital components of every high-performing health system in the world, and one of the six building blocks that the World Health Organisation defines as critical for strong health systems. There is a direct link between good hospital management and the quality of patient care. In LMICs, poor quality care is a bigger barrier to reducing mortality than access. Whereas 40% of deaths result from non-utilisation, 60% result from poor quality care.

This volunteering opportunity will form part of a broad package of work to strengthen hospital management. It will specifically focus on implementing a new nursing shift supervision system at the hospital.

Terms of Reference

Hargeisa Group Hospital have recently appointed six nursing shift supervisors¹ and are in the early stages of implementing a nursing shift supervision system to strengthen the management, support and oversight of nursing. The hospital has requested support in the implementation of this area of work. King's is therefore seeking two senior nurse leaders with appropriate management experience.

The following is a draft ToR outlining the scope of what will need to be delivered – we are keen to develop the approach with the selected volunteer so the activities and approach can be refined during planning.

Aim: To support the leadership of Hargeisa Group Hospital to strengthen management and operational systems through nursing leadership and management.

Objectives and activities

1. To develop leadership and management capability of six nursing shift supervisors so they can effectively carry out their roles. Including:

- Review and provide comments on nursing shift supervisor role description
- Spend time with nursing shift supervisors to understand the challenges they face
- Work with the Matron and educational supervisor to identify training needs to enable the 6 nursing shift supervisors to perform their roles to a competent standard
- Design and deliver capacity building activities i.e. training, peer-observation, on-the-job coaching and support - areas for development could include leadership, management, monitoring, quality improvement and patient centred care and how to develop and implement action plans

2. To facilitate the development of tools and documentation to underpin nursing shift supervision system. Including:

- Review existing documentation used by shift supervisors
- Work with hospital leadership and shift supervisors to identify documentation needs
- Co-develop tools and documentation that are contextually appropriate
- Support implementation of new documentation through training and support

Planned outputs

- Training and development plans for nursing shift supervisors
- Training package developed

¹ Shift supervisors are based in the following wards: mental health, maternity, outpatient, paediatric, surgery and emergency department

- Tools and documents developed
- Recommendations made for future development of nursing shift supervisor

Timing

In addition to the above activities, some preparatory work will be needed in coordination with the King's coordination unit and project partners. We estimate **2-3 days of preparatory work** will be needed followed by a **two-three week in-country visit**.

The activity is scheduled to take place in April – June. We are happy to work with volunteer(s) to schedule dates around their availability.

Roles and Responsibilities

King's Somaliland Partnership is responsible for coordination. King's will provide support to volunteers to develop and plan project activities, facilitate planning meetings with partners, and provide briefings ahead of travelling to Somaliland. King's will also support volunteers to book flights and arrange visas.

Tropical Health Education Trust (THET) will book accommodation, provide security briefings, organise local logistics including local transport and travel, provide introductions to key stakeholders at Hargeisa Group Hospital and support the organisation of any workshops that will be delivered at HGH.

Volunteers will be responsible for working on project planning with the King's team and delivering programme activities in country in line with the above ToR. As this piece of work will be followed by further work on hospital management volunteers will be asked to support the planning of subsequent visits to HGH in an advisory capacity (this is important to ensure continuity between different volunteers visiting).

Skills and Experience

- At least 3 years nursing management expertise at ward manager level or above
- Demonstrable commitment to quality improvement and patient centred care
- Experience of designing and delivering training to health workers
- Experience of developing and implementing tools, systems, documentation on hospital wards
- Experience of working in a low or middle income country (desirable)
- Commitment to collaboration and working in partnership

Our offer to you

There is strong evidence that health partnerships like ours don't only benefit people in low-resource settings. They also bring real benefit to NHS staff and services as well as citizens in our partner countries. Among others, these benefits include the opportunity to develop:

- Leadership skills
- Skills in interdisciplinary team working
- Knowledge and skills in innovation and quality improvement
- Clinical and teaching experience
- Cross-cultural experience and experience of managing diversity
- Personal resilience and efficiency – including an enhanced ability to stay calm and make good quality decisions

All costs associated with the trip including flights, visa, vaccinations and anti-malarials, local transport and travel and accommodation will be covered.

Application

All volunteer roles are appointed following an application and interview process. To apply, please complete the attached application form and send it with your CV to katerina_anies.peithi@kcl.ac.uk by **5pm Wednesday 18 March**.

If you have any questions, please do get in touch.