

IMPRESS project vacancy: Experience of Care Survey Data Collectors

Project Summary:

The Kamuzu University of Health Sciences, in collaboration with the London School of Hygiene & Tropical Medicine (LSHTM), is implementing a research project entitled *Innovative Management PRactices to Enhance hoSpital quality and Save lives in Malawi* (IMPRESS) which focuses on improving quality of care for sick newborn babies by identifying practical ways to enhance management practices in Malawian hospitals. The research project also aims to strengthen the capacity and capability of the next generation of health systems researchers. The IMPRESS project is being implemented in three phases. The first phase involved a survey of 36 hospitals which assessed the quality hospital management practices and identified areas of management that needed support. The second phase, assessed the effectiveness of a package of hospital management practices that would address challenges identified in the first phase. The third phase involve two surveys, one is assessing if the implementation package in the second phase has helped improve the quality of the hospital management practices and the other survey will be assessing the experience of care of mothers or guardians whose baby was admitted to the neonatal unit in one of these hospitals. The IMPRESS project is therefore seeking the services of 8 qualified individuals to fill the post of data collectors that will collect data of the experience of care survey for the project.

Job Summary: The Experience of Care Survey Data Collector will be responsible for conducting surveys to gather information on patient experiences within Neonatal healthcare facilities. This role involves interacting with patients care givers, accurately recording responses, and ensuring the confidentiality and integrity of the data collected.

Key Responsibilities:

- Conduct face-to-face and telephone surveys with neonatal patients care givers in healthcare facilities.
- Explain the purpose of the survey to participants and obtain informed consent.
- Ensure that all survey questions are asked as written and clarify any participant queries.
- Accurately record responses using electronic devices (ODK mobile data collection).
- Ensure data quality by verifying and cross-checking collected information.
- Handle and safeguard sensitive information according to confidentiality protocols.
- Approach participants with a professional and courteous demeanor.
- Address any concerns or questions participants may have regarding the survey.
- Maintain a respectful and empathetic attitude towards all participants.
- Submit completed surveys and ensure proper storage of collected data.
- Collaborate with data management team to resolve any discrepancies or issues.
- Provide regular updates to supervisors on survey progress and any challenges encountered.
- Prepare and submit daily/weekly reports summarizing the number of surveys completed and any notable findings.

Requirements:

- A Bachelor's degree in a health or social science-related field with proven experience in research data collection.
- Previous experience in data collection and survey administration, preferably with sensitive or vulnerable groups
- Strong interpersonal and communication skills.
- Preferably, demonstrated experience on issues related to maternal and newborn health
- Attention to detail and commitment to data accuracy.
- Ability to handle sensitive information with discretion.
- Proficiency in using electronic data collection tools and software.
- Fluency in both English and Chichewa is required.
- Willingness to travel extensively within Malawi

Working Conditions:

- The role will require travel to healthcare facilities across Malawi.
- The position involves interacting with a diverse population, including individuals who may be in distress.

Application Process:

Interested candidates should submit their resume with three traceable referees, copies of certificates and a cover letter outlining their relevant experience and qualifications, preferably as a single combined PDF, to IMPRESS project coordinator at fmshali@kuhes.ac.mw

[Applications should be submitted no later than 21 August 2023](#)