



Myanmar Red Cross Society



HR- OMU(Sittwe) VA No. 004/24 – Referral Officer

Myanmar Red Cross Society (MRCS) is volunteer based humanitarian organization throughout the whole country acting with and for the most vulnerable at all times.

Referral Officer

- No. of Post : 1 Post
- Report to : Health Program Coordinator
- Department : Operations Management Unit
- Program : Access to Primary and Secondary Health Care for Vulnerable Groups in Rakhine
- Duty Station : Sittwe
- Grade : D-1
- Benefits : Salary + Insurance + Transportation Allowance + Health Benefit Allowance + Supplementary Allowance + Hardship + Staff House + Training + Travelling Allowances + Casual Leave + Quarantine Leave + Earned Leave + Medical Certificate Leave + Maternity Leave + Home Leave + Substituted Leave + Paternity Leave + Compassionate Leave + Blood Donation Leave

Application Period : June 21,2024 to July 5, 2024 (16:30)

Since 2017, MRCS has focused on increasing its engagement in Rakhine state through immediate, medium and long-term support to people affected by communal violence. MRCS is setting up Operation Management Unit. MRCS in collaboration with the Norwegian Red Cross is planning on implementing a Health programme in Central Rakhine State. The program seeks to contribute primary health care services to communities both directly and indirectly affected by communal violence. The program will target Sittwe township under management of Sittwe Hub Office in Rakhine State. The program will strengthen Myanmar Red Cross Society (MRCS) capacity to engage communities in resilience programming through primary health care services, training and awareness building. The program will also seek to address an observed need of health services and lack of awareness surrounding hygiene practices in villages through direct interaction with community members. MRCS is seeking a **Referral Officer** to join this team.

"Person with disability are encouraged to apply this post as they will be given equal opportunity"

"Our recruitment and selection procedures reflect our commitment to the safety and protection of children, and prevention of violence among communities' members in our programs"

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality

MRCS-NRC/ Referral Officer for Operation Management Unit (21.6.24)



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Purpose of the position: To guarantee the proper functioning of the Referral Pathway in daily mobile clinic activity and referral cases by the community health workers during the out-of-clinic hours to the MRCS targeted areas in Sittwe, Maungdaw, Buthidaung and other conflict affected areas. By following the standard of procedure and in coordination with referral supporting agencies, referral pathway must be updated and reports of referred cases must be submitted to health program coordinator. The position requires a flexible working schedule for example allowing working hours during day and night times if needed.

Duties and Responsibilities

1. Ensure the referral system is running smoothly according to the MRCS – SOP and local authority procedures.
2. Manage all referral processes during and out of clinic hours
3. Regularly update the referral tools, train and supervise the community health workers on the referral mechanism
4. Responsible for the referral focal points at hospitals level
5. Monitor and ensure the proper application of the MRCS Referral Policies by following all the referral processes and their outcomes
6. Conducts regular field visits to coordinate with field mobile clinic teams and community health workers to ensure successful application of referral system
7. Build and maintain good relationships with referral supporting agencies to support the referral pathways
8. Respond to case feedback and complaints to ensure services are provided to beneficiaries in a proper way in coordination with Health Program Coordinator
9. Refresh list of contacts and services provided by each referral hospital from Ministry of Health and Sports
10. Archiving all referral documents and keep both hard and soft copies in a confidential way
11. Facilitate admission procedures for the patients that are referred from the MRCS Mobile Health Clinic targeted areas in case of facing any problem, and do the regular follow up of the cases while admitted in the referral hospitals and ensure that they are receiving good quality care

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12. Provide regularly updated database of referrals, including summarized information and preliminary analysis, to the Health Program Coordinator for project monitoring purposes
13. Work closely with Health Program Coordinator to analyse the referrals database for lessons to be learned and makes suggestions to improve referral process based on quantitative and qualitative standards,
14. Collaborate and coordinate with state and township health department, ICRC Cooperation team and Health staff based in Rakhine State and other civil society to share experiences and standardize tools and approaches.
15. Ensure that all referred cases are matching the agreed criteria of referral.
16. Perform other duties as assigned by Health Program Coordinator and Hub Manager

Skills, Competencies and Requirements

- Must be University Degree graduated (Health related background is highly preferable)
- At least one years' experience working in the related field
- Experience in case management, referrals, protection monitoring would be considered a strong asset
- Previous experience working with NGOs/INGOs
- Possess multi-cultural flexibility and experience
- Flexibility and Support to Emergency Intervention
- Flexibility under pressure and in response to changing needs
- Good knowledge of public health/Clinical services
- Good knowledge of Rakhine local context and situation of conflicts/disaster
- Good command of Microsoft Office
- Show diplomacy, good communication and has good interpersonal skills
- Strong organizational skills and good ability to make proactive suggestions
- Calm, listen rigorously, able to work under pressure and handle stressful situation
- Ability to manage and prioritize multiple tasks takes initiative, work well in a team, and live-in stressful situations
- Able to manage priorities, take initiatives and work without constant supervision

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- Ability to work effectively with the two ethnic communities in the state and international staff.
- Ability to travel frequently to program sites
- Interest in learning about the Red Cross/Red Crescent Movement
- Ability to follow Red Cross (7) fundamental principles, MRCS policy, strategies, and guidelines
- Willingness to promote Red Cross principles of neutrality, impartiality and independence
- Shall be free from party politics
- Fluent in Myanmar, Rakhine ethnics and Muslim language and intermediate level English Language skill
- Ability to follow Red Cross (7) fundamental principles, MRCS policy, strategies and guidelines
- Understanding of commitment to and willingness to actively promote the Red Cross and Red Crescent Fundamental Principles
- Experience of working for the Red Cross/Red Crescent is preferred

****Note: Applicants will be considered to be shortlisted that need to send application letter, CV, passport-size photo, education qualifications and references (PDF Version) to:**

Head Office:

**Myanmar Red Cross Society
Razathingaha Road, Dekhinathiri,
Nay Pyi Taw.**

Hub Office:

**Sittwe Hub Office, OM Unit
May Yu Road, Kyay Pin Gyi Qtr,
Sittwe Township, Rakhine State. (or)**

Email: mrcshurmaungdaw@redcross.org.mm (or)

For more information and application, please visit to the www.redcross.org.mm

Only short-listed candidates will be contacted for a personal interview.

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