

THE ORDER OF MALTA LEBANON IS LOOKING FOR A CONSULTANT

The Order of Malta Lebanon (OML) has been operating in the health and social welfare sectors since 1957. It manages a network of 40 projects serving the most vulnerable populations, across the Lebanese territory including Community Health Centers (following the MoPH Primary Healthcare Program), Mobile Medical Units, Elderly Day Care Centers, Hosting Centers for the Differently Abled persons and projects for the displaced and refugees.

Through its activities, the Order of Malta Lebanon promotes the core values it believes in: thriving excellence, surviving with humility and promoting diversity.

The Order of Malta Lebanon (OML), with the support of its partner Pierre Fabre Fondation (FPF), has recently developed a comprehensive multi-annual program to strengthen its health services. In this framework, OML is releasing a call for proposal submittals for a:

Consultant for the operational audit of its network of Primary Health Care Centers

I. Objective

The aim of the consultancy is to improve the quality of our services within the PHCCs and to develop the standard operating procedures to become efficient and effective; and prepare our centers for accreditation.

II. Scope of Work

The operational audit should cover the following:

- Audit and review the existing operational workflow (including data entry and data integrity on the computer operating system) of each of 8 PHCCs operated by OML
- Evaluate the administrative, financial, medical and social standard operating procedures, processes and policies in each of the 8 PHCCs ;
- Review the existing manuals, booklets, documentations related to standard operating procedures, processes and policies of the PHCCs
- Check whether the existing operating standards and criteria are in-line with the Accreditation Canada requirements.

III. Expected Outputs and Deliverables

Outputs/ Deliverables	Estimated Duration to Complete
Audit report per Center on findings which will reflect CAPA	
Recommendations on processes, manuals and documentations reflecting the needed changes for improvement in-line with the Accreditation Canada requirements.	
Prior draft report on all the above for discussion with OML Management	
Recommendation on the implementation plan	
Submission of a compiled final report for the 8 centers	

IV. Duration of the Work

For the duration of the contract, the consultant will report to and work in close coordination with the OML management team. All outputs of the consultants will be subjected for review and endorsement of the OML Management.

To propose a timeline for the consultancy.

V. Qualifications

The Consultant must possess the following minimum qualifications:

Education:

At least a Master's degree in Public Health or Healthcare Management or other relevant field.

Qualifications:

- Strong and relevant experience in developing, implementing and managing processes in the healthcare sector (at least 10 years of relevant experience).
- Strong analytical and reporting skills.
- Excellent command of written English and French.
- Capacity to work under tight deadlines.

VI. How to Apply

Interested bidders must send their offer by email no later than March 2nd, 2022 to anna-maria.nassour@ordredemalteliban.org and annie.loulou@ordredemalteliban.org. The submitted offer must include the following:

- Proposal Methodology with the related time frame / schedule to cover the above mentioned outputs and deliverables.
- Curriculum Vitae (CV) of the consultant.