



**REF NO:** PSC-05-2022

**PERSONAL SERVICES CONTRACTOR (PSC) VACANCY ANNOUNCEMENT**

**OPEN TO:** All interested eligible and qualified candidates.

**POSITION:** Medical Assistant

**SALARY:** Compensation from 9,053,456 FCFA to 14,032,859 FCFA per annum, based on prior salary history.

**OPENING DATE:** October 24, 2022

**CLOSING DATE:** November 18, 2022

**SWORK HOURS:** This is a full-time position, requiring a minimum working schedule of 40 hours per week.

**LOCATION OF THE POSITION:** This is a Personal Services Contract (PSC) position to be based at the Peace Corps Togo office in Lomé.

**LENGTH OF CONTRACT:** The anticipated contract will be for a base period, with up to four option periods, exercisable at the unilateral option of the Peace Corps based on satisfactory performance, continued need for the position, and availability of funds.

**NOTE: Any applicants who are not Togolese citizens must already have the required work and/or residency permits to be eligible for consideration.**

The United States Peace Corps, a United States government agency leading Volunteer programs in 65 countries around the world, is seeking a Medical Assistant (MA).

This position performs a variety of clinical and administrative duties in support of the Health Unit. The Medical Assistant (MA) works under the guidance of Peace Corps Medical Officers (PCMOs) and reports to the Country Director (CD) for administrative issues (unless CD authorizes PCMO supervision).

The MA is responsible for providing administrative support and, to the extent credentialed, clinical support, including but not limited to: working as the health unit receptionist, actively assisting the PCMOs in clinical care, screening phone calls, taking messages, coordinating requests, scheduling medical appointments, distributing of medicines to Peace Corps Volunteers (PCVs) under PCMO oversight, and other clerical and administrative functions in support of the PCMOs.

The complete statement of work (SOW) for this position is attached to this advertisement and is also available for download at <https://www.peacecorps.gov/togo/contracts>.

**Qualifications:**

Applicants must address each required and preferred qualification listed below with specific and comprehensive information supporting each item using the attached application form. Failure to address required qualifications will result in a determination that the applicant is not qualified.

### **Required Qualifications**

1. Successful completion of a nursing school (technical/university degree), general medical school, or medical assistant/physician assistant program, and valid registered clinical license/diploma or applicable knowledge and experience obtained through on-the-job training under the direct guidance of a provider (supporting documentation must be submitted).
2. At least two years progressively responsible related experience with knowledge of administrative medical duties related to health services.
3. English Level IV. French Level V.
4. Basic knowledge of administration of health units/facilities, including procurement of medical supplies and inventory control.
5. The use of standard office technology (desktop computer, mouse, and keyboard) to complete daily tasks and long-term projects. Working knowledge of Microsoft Windows and Office programs (Outlook, Word, Excel, etc.).
6. Willingness to work as part of the medical emergency team after office hours and on weekends when required.
7. Willingness to travel outside Lome to conduct health sessions for Peace Corps Trainees/Volunteers and/or take care of Peace Corps Volunteers with PCMO oversight.

### **Preferred Qualifications**

1. At least three years of experience in an office setting or similar environment.
2. Demonstrated knowledge of Togolese health care environment including public and private health care providers.
3. Ability to learn and adapt quickly.
4. Understanding of medical confidentiality.
5. Demonstrated efficacy in handling different types of requests, both medical and administrative.

**For Further Information:** The complete statement of work listing all the duties and responsibilities may be obtained on Peace Corps Togo's website at <https://www.peacecorps.gov/togo/contracts>. Candidates can download the required application form at the same website. The point of contact is [TG-JOBS@peacecorps.gov](mailto:TG-JOBS@peacecorps.gov).

### **Applicability:**

Any applicants who are not Togolese citizens must already have the required work and/or residency permits to be eligible for consideration.

All applicants under consideration will be required to pass medical and security certifications.

Incomplete applications will not be considered.

Peace Corps will not discriminate against an applicant because of that person's race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, age (40 or older), disability, or genetic information.

## **How to Apply:**

A complete application will include:

1. A cover letter in English
2. A current curriculum vitae or resume in English
3. Valid, active license appropriate to the scope of practice, or a statement issued from the appropriate regulatory authority
4. Copy of diploma(s) or degree(s) from a professional school, or a statement of qualifications from previous employer(s) describing on the job training and skills
5. Work certificates (to support your previous employment)
6. A valid police record (Casier Judiciaire datant de moins de trois mois), and
7. Completed application form (available to download at <https://www.peacecorps.gov/togo/contracts>)

Your application materials will be scored against the minimum and desired qualifications, so please include sufficient information. Do not submit any other documentation with your application. The application should be submitted to:

E-mail Address: [TG-JOBS@peacecorps.gov](mailto:TG-JOBS@peacecorps.gov)

Subject Line: PSC-05-2022\_Medical Assistant\_Surname, First Name

**Note:** Paper applications **will not** be considered. Due to the high volume of applications received, we will only contact applicants who will be invited to an interview. Thank you for your understanding.

### **Limitations:**

Award of this contract is contingent on availability of funds, reference checks, completion of a security and medical certification.

Peace Corps reserves the right to not evaluate or to withhold an offer of a personal services contract to an individual that has a history of poor performance or conduct as a Peace Corps Trainee, Volunteer, or staff member (USDH, PSC, or FSN).

Peace Corps reserves the right to withhold an offer of a personal services contract to an individual that is a relative or household member of a current Peace Corps staff member.

Individuals who have current or prior connections with intelligence activities or agencies through employment, related work, or even family relations may be ineligible for a personal services contract.

The selected individual will be required to comply with any medical and/or training requirements specified for their position in accordance with public health and/or occupational health or safety policies.



## Peace Corps Togo Medical Assistant Statement of Work

### **Position Function**

This position performs a variety of clinical and administrative duties in support of the Health Unit. The Medical Assistant (MA) works under the guidance of Peace Corps Medical Officers (PCMOs) and reports to the Country Director (CD) for administrative issues (unless CD authorizes PCMO supervision).

The MA is responsible for providing administrative support and, to the extent credentialed, clinical support, including but not limited to: working as the health unit receptionist, actively assisting the PCMOs in clinical care\*, screening phone calls, taking messages, coordinating requests, scheduling medical appointments, distributing of medicines to Peace Corps Volunteers (PCVs) under PCMO oversight, and other clerical and administrative functions in support of the PCMOs.

\* Clinical duties will be performed with clinical oversight by the PCMOs and only as approved by the Medical Director through the Credentialing Committee/Office of Health Services (OHS).

### **MAJOR DUTIES AND RESPONSIBILITIES**

#### **SUPPORT TO THE HEALTH UNIT**

The Medical Assistant coordinates responsibilities directly with the PCMOs. The MA must adhere to confidentiality regarding PCVs medical issues and possess excellent interpersonal and administrative skills.

#### **Clinical Support**

- ♦ Performs a variety of non-invasive routine clinical and technical services under the supervision of the PCMOs, which may include clinical tasks such as taking vital signs, administering immunizations, performing laboratory tests, etc. These privileges must be approved by the Medical Director/OHS. Supervising PCMOs are responsible to ensure that MAs perform appropriate health care services. Even under supervision, MAs are not allowed to assist with or perform any unapproved services.
- ♦ Responsible for sterilization of equipment.
- ♦ Serves as chaperone for PCMOs during PCV medical examinations and procedures.

#### **Administrative Support**

- ♦ Screens phone calls and takes messages when PCMOs are unavailable.
- ♦ Places and returns telephone calls for the Health Unit, including scheduling, modifying, and canceling appointments in coordination with PCVs, PCMOs, and others (including consultants and laboratories).
- ♦ Follows-up on outstanding consultant and laboratory reports, ensuring this information is relayed to the PCMOs for review.
- ♦ Drafts correspondence such as letters, memos, and fax covers, etc. at the request of the PCMOs to consultants, PCVs, laboratories, hospitals, etc.
- ♦ Routes incoming correspondence to PCMOs, stamps and files correspondence.

- ✦ Utilizes PCMEDICS (Peace Corps' Electronic Medical Records System) to assist the PCMOs and backup provider in the documentation and delivery of PCV health care, and to document clinical care given as trained.
- ✦ Responsible for scanning, labeling, uploading, and filing all documents into PCMEDICS after PCMO review and signature, also ensures that three PCV identifiers are on each page of each document.
- ✦ Prepares envelopes and packages, including laboratory samples and medical supplies, to be sent to PCVs, training sites, and other destinations, and forwards them to the appropriate administrative staff for delivery.
- ✦ Responsible for photocopying health forms, medical presentation materials and other related documents.
- ✦ Responsible for requesting office supplies and materials for use in the Health Unit.
- ✦ Regularly updates the list of medical facilities and medical service providers under the instruction and oversight by the PCMOs.
- ✦ Assists PCMOs in reviewing the Volunteer Health Handbook given to PCVs during Pre-Service Training (PST). Updates medical facilities and medical providers' addresses, contact information, and any other information required in this Handbook.
- ✦ Manages the health information materials in the Health Unit available to PCV, stocking brochures, pamphlets, and books. Keeps a detailed list of any books and/or media materials loaned out.
- ✦ Responsible for receiving and registering all medical bills submitted by PCVs and local medical service providers. Submits bills to PCMOs for approval, verifying name of PCV, date of services rendered, and that all billed services were requested by the PCMOs.
- ✦ Keeps updated files of all medical bills presented by PCVs and others.
- ✦ Maintains Volunteer database with up-to-date information regarding PCVs out of site for medical purposes.
- ✦ Uploads PCV passport face pages and visa pages into PCMEDICS, monitoring regularly to assure accurate and current information.

### **Medical Supply Duties**

- ✦ Maintains internal medical inventory for the medical unit, ensuring an adequate supply of disposable materials and keeping PCMOs informed.
- ✦ Responsible for updating internal medical inventory system (as determined by the PCMOs) when medication/supplies are delivered, dispensed, and destroyed.
- ✦ Assists the Acceptance Point Clerk (APC) when medical supplies are received.
- ✦ Provides documentation to the Medical Supply Inventory Control Clerk (MSICC) on receiving, dispensing, and disposing of specially designated medications and controlled substances.
- ✦ Keeps an accurate control of the expiration dates of all medicines and alerts the PCMOs of upcoming expired medications. Removes expired items from the pharmacy and logs all items scheduled for disposal.
- ✦ Responsible for organization and shelving of Health Unit supplies.
- ✦ Assists PCMOs with PCV medical supply requests.
- ✦ Prepares draft orders for medical supplies, with PCMO guidance, based on needs, historical data, and inventory availability. Assists the PCMOs in ordering medical supplies from PC/HQ and local/regional vendors.
- ✦ Maintains files, according to fiscal year, of all ordering, receiving and dispensing documents in compliance with Technical Guideline 240: Medical Supplies and Equipment.
- ✦ Assists PCMOs in the monitoring of the medical supplies budget

## **Other Duties**

- † Attends staff meetings, in-service trainings, and retreats when indicated.
- † Understands and complies with Peace Corps safety and security policies and procedures.
- † Understands and complies with Peace Corps code of ethics, privacy, and confidentiality policies.
- † Files all documents produced by the position in accordance with the Peace Corps Records Management policies.
- † Performs other assignments considered as necessary by the PCMOs in consultation with the CD, as indicated.
- † Occasional Money Handler/Holder: May be designated as an occasional money handler/holder (OMH) if assigned by the Director of Management and Operations. As an OMH, may be requested to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to Pre-Service Training/In-Service Training site(s), or other locations as directed by the Overseas Contracting Officer (OCO). May also be requested to courier cash to Peace Corps Trainees or Volunteers. The Contractor will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the Contractor will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the OCO. (See OFMH 13)
- † COVID-19 and Other Flexibilities: If there is a time at post, due to the COVID-19 pandemic or for any other reason, when there are limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as “Volunteers”) at Peace Corps/Togo, the PSC may be temporarily assigned during that period, as determined by the Peace Corps Country Director, to carry out additional duties and responsibilities in furtherance of the goals of the Peace Corps in order to enhance the ability of Peace Corps Volunteers to perform functions under the Peace Corps Act, including facilitating a safe environment in order for the successful return or increase of Volunteers. This temporary assignment may require the PSC to provide services and/or support beyond what is listed in their current Statement of Work (SOW). The services and/or support may take many forms, examples of which may include but are not limited to, training, providing administrative, technical, medical, and/or operational assistance, building on host country programs, etc. This temporary assignment also may require the PSC to provide these services and/or support to individuals/organizations other than those listed in their current SOW such as host country government, partner organization(s), community member(s), staff, and/or contractors.

## **QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

1. Successful completion of a nursing school (technical/university degree), general medical school, or medical assistant/physician assistant program, and valid registered clinical license/diploma **or** applicable knowledge and experience obtained through on-the-job training under the direct guidance of a provider (supporting documentation must be submitted).
2. At least two years progressively responsible related experience with knowledge of administrative medical duties related to health services.
3. English Level IV. French Level V.
4. Basic knowledge of administration of health units/facilities, including procurement of medical supplies and inventory control.

5. The use of standard office technology (desktop computer, mouse, and keyboard) to complete daily tasks and long-term projects. Working knowledge of Microsoft Windows and Office programs (Outlook, Word, Excel, etc.).
6. Willingness to work as part of the medical emergency team after office hours and on weekends when required.
7. Willingness to travel outside Lome to conduct health sessions for Peace Corps Trainees/Volunteers and/or take care of Peace Corps Volunteers with PCMO oversight.

## **PREFERRED QUALIFICATIONS**

1. At least three years of experience in an office setting or similar environment.
2. Demonstrated knowledge of Togolese health care environment including public and private health care providers.
3. Ability to learn and adapt quickly.
4. Understanding of medical confidentiality.
5. Demonstrated efficacy in handling different types of requests, both medical and administrative.