JOB DESCRIPTION

Clinical Services Manager, CFK Africa

Location: Tabitha Medical Clinic, Tabitha Maternity Home & Youth Friendly Centre, Kibera, Nairobi, Kenya

CFK Africa seeks an experienced clinical leader to serve as Clinical Services Manager. Reporting to the Chief Operating Officer (COO), the Clinical Services Manager provides strategic and operational leadership across the organization's three health facilities - Tabitha Medical Clinic, Tabitha Maternity Home, and the Youth Friendly Centre - ensuring the delivery of safe, high-quality, patient-centered care.

The role has full oversight of clinical staff, service delivery standards, and day-to-day operations within each facility, and works closely with the COO to align clinical services with organizational mission, goals, regulatory requirements, and budget. This role plays a critical coordination and liaison function between clinical staff, program staff, administrative functions, and external partners.

Established in 2001, CFK Africa is a U.S. 501(c)(3), Kenyan-registered international non-governmental organization (NGO) and major affiliated entity of the University of North Carolina at Chapel Hill that empowers youth in urban slums through locally led leadership development and innovative public health delivery and research. The organization maintains a team of 86 full-time employees who serve more than 200,000 residents annually on an annual budget of $4 million USD.

KEY RESPONSIBILITIES

Clinical Leadership & Quality of Care

- Provide clinical leadership and oversight across the three facilities, ensuring consistent, high-quality, evidence-based standards of care, and develop, implement, and monitor clinical protocols and standard operating procedures aligned with national and global guidelines.
- Monitor clinical quality indicators and patient outcomes, lead quality improvement initiatives, conduct clinical audits and case reviews, and ensure adherence to infection prevention, patient safety, and clinical governance standards.
- Lead and/or actively participate in the design, implementation, analysis, and dissemination of research activities that generate evidence for quality improvement and answers to emerging health challenges across the three facilities.

Facility & Operations Oversight

- Oversee day-to-day operations across all three facilities, ensuring efficient patient flow, adequate clinical staff coverage (including maternity on-call arrangements), and prudent resource allocation.
- Monitor facility-level performance metrics — patient volumes, wait times, and patient satisfaction — and coordinate with procurement and support functions to ensure adequate supplies, equipment, and infrastructure.

Staff Management & Development

- Directly supervise facility-based clinical leads and provide overall line management for clinical staff, leading recruitment, onboarding, performance management, and continuous professional development.
- Conduct regular staff performance reviews and clinical team meetings, and foster a culture of teamwork, accountability, and patient-centered care across the three facilities.

Compliance, Regulatory & Partner Liaison

- Ensure all three facilities maintain full compliance with health regulatory bodies, licensing requirements, and Ministry of Health standards, and coordinate regulatory inspections, accreditations, and audits.
- Serve as the primary liaison for external partners, donors, and collaborating organizations engaged with the three facilities, keeping the COO informed and representing the organization in health-sector forums and joint reviews.

SAFEGUARDING

Safeguarding is a core responsibility for this role. The Clinical Services Manager acts as the organization's safeguarding focal point across the Clinic, Maternity, and Youth Friendly Centre, ensuring the protection of patients — particularly children, adolescents, and other vulnerable groups. This includes ensuring all three facilities implement the organization's safeguarding policy and code of conduct, that staff complete safeguarding induction and refresher training, that robust reporting, referral, and response mechanisms are in place for safeguarding concerns, and that recruitment and onboarding include appropriate vetting. The successful candidate will be required to undergo relevant background checks.

SKILLS AND COMPETENCIES

Required & Essential:

- Medical Doctor (MBChB or equivalent) preferred, given the scope of clinical oversight across the three facilities, including maternity services.
- Bachelor's degree in medicine (master's degree an advantage).
- Current, valid practicing license/registration with the relevant professional/regulatory bodies (e.g. Kenya Medical Practitioners and Dentists Council).
- Minimum 5–7 years of clinical experience, including at least 2-3 years in a clinical leadership or management role.
- Experience overseeing multiple service lines or facilities preferred, ideally including maternity/reproductive health and youth/adolescent health services.
- Strong working knowledge of clinical governance, quality improvement frameworks, and healthcare regulatory requirements.
- Proficiency in MS Office; experience with electronic medical records (EMR) is an advantage.

Preferred:

- Strong organizational and multitasking abilities.
- Excellent negotiation and vendor management skills.
- Strong analytical skills, including service data analysis, attention to detail, and record-keeping.

- Sound problem-solving skills and ability to work under pressure.
- Discretion and professionalism given the sensitive hospital environment, and flexibility to respond to occasional facility emergencies outside normal hours.
- Experience with, or strong aptitude for, clinical or public health research - including study design, data analysis, and dissemination of findings to inform quality improvement.

Application Instructions

To be considered for this position, applicants must submit the following materials via this link:

1) a current resume, and

2) a cover letter directly stating your specific professional interests in CFK Africa and highlighting your experience leading clinical service delivery, quality improvement, and applied research across multiple health facilities.

CFK Africa reviews applications on a rolling basis and encourages candidates to apply early. The final deadline for applications is Monday, September 25, 2026. Applications submitted via email will not be considered.

Submit your application here.