



Job Title: Regional Director
Reports to: Chief Executive Officer
Location: Kigali, Rwanda

Job Brief:

The Regional Director will lead the execution of TIP Global Health’s strategy in Rwanda and East Africa by strengthening teams and internal operations, facilitating effective change management, and deepening national and regional partnerships. To be successful in this role, you should be a thoughtful leader and a confident decision-maker, helping our people develop and be productive, while ensuring effective execution and successful organizational growth. The Regional Director is an inclusive leader who is viewed by internal and external stakeholders as having a high degree of integrity and forethought when making decisions, and who acts in a transparent and consistent manner while always considering what is best for the organization.

About TIP Global Health:

TIP Global Health is a leading authority in developing lasting solutions on the frontlines of health. TIP’s transformative approach to collaborating with frontline health workers, alignment of its work with government priorities, and rigorous data-gathering, enables the scale-up of highly-effective solutions to extend access to life-saving quality care.

We empower frontline health workers to take the lead in creating lasting solutions, and we work to strengthen health worker capacity, resilience, and hopefulness. TIP never forgets the undue burdens and stressors placed on under-resourced and too few frontline health workers. The well-being of frontline health workers and the relationship between health care provider and patient is key to every step of our problem-solving process.

Founded in 2008, TIP Global Health has utilized its vast experience in community-led health solutions to establish a comprehensive primary care model that effectively serves as a bridge between evidence-based national protocols and community level realities to achieve sustained improvements in health outcomes. Our digital health platform, called E-Heza Data Solutions, enables rapid expansion of TIP’s model for effective primary care delivery through trusted partners in new communities. Our rigorous operational research on effective design and implementation of local healthcare delivery systems extends our reach far beyond the rural communities where we work.

TIP Global Health is at a pivotal stage of growth and organizational maturity. We currently support over 450 frontline health workers—primarily nurses, midwives, and community health workers—who provide direct patient care using our digital health platform to a combined catchment area of 430,000 rural inhabitants. TIP Global Health will serve a total catchment area of 1,000,000 people and build the capacity of 17,000 frontline health workers through expansion of our technology-enabled model to three new districts in Rwanda and to at least one additional East African country by 2025.

A Successful Candidate Will Be:

Strategy Focused and Execution Driven

Strategic thinker who strives for operational and organizational excellence while leading the execution of TIP Global Health's strategic plan. The Regional Director will set ambitious goals that create value for all stakeholders, drive concerted action, and adapt execution based upon on-the-ground experience by seeking and analyzing data from a variety of sources to support decisions and to align others with the organization's overall strategy. The Regional Director understands and incorporates viewpoints from all key stakeholders to drive decision-making while fostering a culture of high performance and quality.

Results-Oriented

A results-oriented senior manager who is a 'doer' and who can build the right team and infrastructure to set the groundwork for scale. The Regional Director is accountable for driving results, and sets clear and challenging goals while committing the organization to improved performance. This is a self-reflective leader who is aware of their own limitations; leads by example and drives the organization's performance with an attitude of continuous improvement by being open to feedback and self-improvement. This person takes smart risks by seeking data and input from others to foresee possible threats or unintended circumstances from decisions. A successful Regional Director increases individual accountability of staff members while building from strengths and encouraging teamwork. The Regional Director reinforces high performance and quality as an integral aspect of TIP Global Health's collaborative and strengths-based organizational culture.

Facilitator of Effective Strategic Partnerships

Passionate advocate and respected voice who effectively represents TIP Global Health's best interests at national, regional, and international levels. This person needs to earn the respect of strategic partners, recognize the need for diplomacy, while also placing appropriate pressure for timely decision-making to allow the work to move forward and resisting the temptation to over-accommodate when it might steer the organization away from our stated goals.

Team Builder

The Regional Director- widely viewed as a strong developer of others- attracts and recruits top talent, motivates the team, delegates effectively, celebrates diversity within the team, and manages performance. This person will effectively establish a high performing operational framework with well-trained and informed staff members who can carry out the framework. This person will recognize and engage team members for their expertise while also maintaining authority and respect. The Regional Director will motivate team members to operate at the top of their skillsets, while supporting professional growth opportunities when skill set gaps exist and recognizing the importance of work-personal life balance.

Respectful Change Manager

The Regional Director will guide TIP Global Health's Rwanda team through change as the organization continues to mature. This person is comfortable with ambiguity and uncertainty while leading others through complex situations. The Regional Director will effectively balance the desire/need for broad change with appropriate pace that allows team members to adapt to this change by creating realistic goals and implementation plans that are achievable and successful.

Strong Communicator

The Regional Director naturally connects and builds strong relationships with others, demonstrating strong emotional intelligence and an ability to communicate clearly and persuasively. This person inspires trust and engagement of others through compelling influence, powerful charisma, passion in their beliefs, and active drive. The Regional Director encourages others to share the spotlight and visibly celebrates and supports the success of

the team. The Regional Director fully embraces the philosophy and approach of TIP Global Health, and demonstrates this through leadership style and advocacy.

Job Responsibilities Include:

- ❖ Oversee day-to-day operations
- ❖ Provide input into strategy and set goals for growth
- ❖ Establish and maintain strong, consistent lines of communication with external stakeholders and ensure that TIP is always well represented among national, regional and international decision-making discussions.
- ❖ Maintain budgets and optimize expenses
- ❖ Set policies and processes
- ❖ Ensure employees work productively and develop professionally
- ❖ Oversee recruitment and training of new employees
- ❖ Evaluate and improve operations and financial performance
- ❖ Direct the employee assessment process
- ❖ Prepare regular reports for board management
- ❖ Ensure staff follows health and safety regulations
- ❖ Provide solutions to issues (e.g. productivity decline, employee conflicts, execution challenges & shortfalls)
- ❖ Oversee geographical expansion opportunities in line with organization's vision & strategy

Required Qualifications and Experience:

- ❖ 12 or more years of work experience with a Bachelor's Degree, or at least 10 years of experience with an Advanced degree (e.g. Masters, MBA, MD, PhD), with relevant Health, International Development, Business, Management and/or Operations focus.
- ❖ Proven experience managing teams and operations in Regional Director or similar executive roles in Rwanda or other East African country
- ❖ Experience working in the public health sector
- ❖ A transparent and direct communicator with excellent communication skills
- ❖ Outstanding organizational and leadership skills

Preferred Qualifications and Experience

- ❖ 15 or more years of experience with an Advanced Degree (e.g. Masters, MBA, MD, PhD) with relevant Health, International Development, Business, Management and/or Operations focus
- ❖ Lean Six Sigma Blackbelt of Operational Excellence certification or equivalent operational & process improvement expertise
- ❖ Prefer candidate to have legal status to work in Rwanda

What We Offer

- ❖ Competitive salary with opportunities to grow
- ❖ Comprehensive health insurance coverage
- ❖ Health Insurance coverage
- ❖ 21 vacation days per year and all official Rwandan holidays
- ❖ Separate sick leave
- ❖ Professional development opportunities
- ❖ 12 weeks fully paid maternity leave
- ❖ Opportunity to connect with global health leaders in East Africa and beyond
- ❖ Work with a passionate team of changemakers driven to create thriving community-driven health systems

How to Apply

Please send the following information to wendy@tipglobalhealth.org

- ❖ Current CV/resume
- ❖ Letter of Interest detailing related skills and experience
- ❖ 3 professional references with name, title, email, phone contact, and relationship to applicant