

## **Rice 360° NEST Distribution Specialist**

### **Position Summary**

The Rice 360° Institute for Global Health, at Rice University, through its innovative research and education programs develops highly effective, low-cost technology solutions that address critical healthcare challenges in low-resource communities, as well as a cadre of future leaders to continue to innovate and implement solutions. The Neonatal Essential Solutions and Technologies (NEST 360°) initiative led by Rice 360° has developed a program model to sustainably deploy a bundle of technologies to enable quality, comprehensive newborn care in hospitals in sub-Saharan Africa. In partnership with an international group of engineers, physicians, health experts and entrepreneurs from the United States, the United Kingdom, and Sub-Sahara Africa, Rice 360° has launched the NEST program Malawi, Tanzania, Kenya and Nigeria.

Rice 360° is currently seeking a qualified candidate for the position of NEST distribution specialist. The NEST distribution specialist, under the supervision of the NEST international programs director and Rice 360° co-directors and NEST360° co-PIs Dr. Rebecca Richards-Kortum and Dr. Maria Oden, will provide project management support for the distribution, installation, maintenance and performance assessment of medical equipment for neonatal care across NEST hospital sites in sub-Saharan Africa. The NEST distribution specialist, to be based in either Nairobi, Kenya, or Blantyre, Malawi, will (among other duties) be responsible for: communicating routinely with Hatch Technologies, NEST country implementation and biomedical technician training teams to comprehensively track the implementation of NEST technology bundle devices at program sites in Malawi, Kenya, Tanzania, and Nigeria; developing and evaluating NEST technology bundle device estimates for installation sites; coordinating NEST technology bundle device and consumables supply, including providing warehousing management and logistics support; analyzing the preventive and corrective maintenance logs and coordinating field performance assessment of NEST technology bundle devices; supporting the selection, onboarding and liaising with local distributors of NEST technology bundle devices; providing prompt data entry and feedback to NEST Co-PIs and country leadership; assisting with tracking progress against timelines and milestones; and contributing to periodic technical reporting to granting agencies and sponsors. She/he will provide the NEST Co-PIs and country teams the support and guidance needed to ensure accomplishment of all NEST technology bundle distribution, installation and maintenance activities in line with critical timelines and deadlines.

**This is a term-limited position for two years, with the possibility of continuation beyond two years, dependent upon need and available funding.**

The ideal candidate has experience with management and coordination of multi-site distribution, installation, maintenance and inventory management of healthcare technologies, across multiple hospitals in Sub-Saharan Africa, preferably in Kenya, Malawi, Tanzania and/or Nigeria; data management and visualization; and grant-funded, global development project(s) with academic, government and private sector partners; as well as an engineering degree, ability to live in Blantyre, Malawi or Nairobi, Kenya, and ability to travel to/across NEST implementation countries in sub-Saharan Africa.

**Education Required:** Bachelor's Degree

**Concentration / Degree Type:** Any relevant field

**Substitution for Education Requirement:** Experience may be substituted for education requirement

**Education Preferred:** Engineering or other related discipline

**Experience Required:** 3 years

**Type of Experience:** Three (3) years or more related experience with management and coordination of the multi-site distribution, installation, and maintenance of technologies in low-resource settings.

**Substitution for Education Requirement:** Education may not be substituted for years of experience

**Experience Preferred:**

- Experience with distribution and installation of healthcare technologies in low-resource setting hospitals
- Experience in marketing or business administration
- Experience with international development, grant-funded programs/projects
- Experience in Sub-Saharan Africa, preferably in Malawi, Kenya, Tanzania and/or Nigeria

**Skills Required:**

- Written and oral communication skills to address a wide variety of audiences
- Ability to productively engage and influence cross-functional teams
- Project management ability to employ integration, scope time management, cost, quality, human resources, communications, risk, and procurement components
- Demonstrated resilience, diplomacy, influence, relationship building, and problem solving skills in a variety of situations
- Knowledge in technical discipline/domain needed to deliver projects

**Skills Preferred**

- Working knowledge of project management and/or inventory management software strongly preferred (e.g. Zoho, Smartsheet, OpenMEDIS)
- Working knowledge of basic data management and visualization
- Ability to effectively work independently and in a team environment, with active participation, follow-through and excellent interpersonal, collaboration, leadership, negotiation, problem-solving and critical thinking skills
- Excellent organizational skills to plan and schedule
- Ability to coordinate effectively, with diverse individuals and stakeholders to achieve results
- Proven ability to predict and evaluate potential risks and to create solutions before they arise
- Ability to work under deadline with flexibility, tact, good judgment, discretion, and attention to detail
- High comfort level making independent decisions and willingness to take initiative
- Excellent cross-cultural skills, with demonstrated sensitivity to low resource settings
- Fluency in English
- Must demonstrate support for Rice 360° Core Values: Innovation, Equity, Community, Integrity, Accountability, Empowerment and Transformation

**Supervisory Responsibilities:** None

**Fiscal Responsibilities:** None

**Security Sensitive:** Yes

**If security sensitive, this position will:** Have access to a computer terminal

**Internal / External Contacts**

- Internal: Contact with Rice 360° staff and faculty.
- External: Serve as contact internally and externally for matters relating to NEST technology distribution and inventory management. Regular contact with NEST360° program implementation partners, in

particular Hatch Technologies, NEST country implementation teams and the NEST biomedical tech training team, as well as medical staff, nongovernmental and governmental officials, in Kenya.

**Physical Demands:** Requires working at a computer for extended periods of time of up to 8 hours per day.

**Working Conditions**

- Monday-Friday 8 a.m.-5 p.m., with occasional evening or weekend work.
- Based in Blantyre, Malawi or Nairobi, Kenya
- Some domestic travel and international travel, to NEST sites related to program as required.

**Essential Personnel:** Position is not considered essential during a campus emergency.

**Job Duties – Essential Functions**

- Performs the full range of project management cycle: initiating, planning, executing, monitoring and controlling, and closing
- Leads projects requiring functional integration
- Completes sub-project and/or stand-alone elements (or a contained project)
- Creates action plans, and estimates requirements for resources, including management, labor, materials, and time required to complete project
- Facilitates discussions and negotiations to drive recommendation consensus within scope of responsibility
- Develop and help execute comprehensive change management strategy and communication plan relative to project scope and stakeholders on a focused project; actively manage resistance to change
- Performs all other duties as assigned

**Job Duties – Role Specific Functions**

- Liaise with Hatch Technologies and local distributors to ensure effective engagement with key NEST in-country stakeholders, e.g. Ministries of Health
- Collaborate with Hatch Technologies in the selection and support in the onboarding of a distributor(s)/ the development of a sustainable distributorship plan
- Coordinate NEST technology bundle device field performance assessment and analysis
- Track and analyze preventive maintenance logs provided by local NEST teams
- Coordinate NEST technology bundle device & consumables supply through the local ministry & associated stakeholders
- Develop and evaluate NEST technology bundle device estimates for installation sites
- Track comprehensive NEST technology bundle device and spare parts installations, purchases, deliveries and usage
- Liaise with Hatch Technologies, London School of Hygiene and Tropical Medicine, NEST in-country implementation teams and the NEST biomed tech training team to comprehensively track preventive and corrective maintenance cross-country
- Provide warehousing management and logistics support for NEST in-country teams as needed