



WESTERN REGIONAL HEALTH AUTHORITY
LOT 31B, FAIRVIEW SHOPPING CENTRE
MONTEGO BAY
ST JAMES

VACANCY

Applications are invited from qualified persons for the position of:

Regional Quality Control Officer **(HPC/MO 4)**

Regional Office

Salary Range: \$10,762,500.00 - \$12,793,230.00 per annum

The Western Regional Health Authority (a Statutory Body under the Ministry of Health and Wellness) is currently seeking to employ a **Regional Quality Control Officer**. Under the general supervision of the Regional Technical Director, the **Regional Quality Control Officer** will be responsible for leading clinical quality assurance and infection prevention efforts across the region, ensuring services meet national and international standards. Manages complaints, incidents, and audit findings to drive evidence-based quality improvement, while collaborating with key stakeholders to strengthen policies, data use, and overall service excellence.

KEY RESPONSIBILITIES:

Management and Administrative

- Monitoring performance by compiling relevant data and documenting reports summarizing quality assurance findings
- Developing and distributing the organization's quality procedures, standards and specifications to ensure quality care to patients
- Reviewing guidelines, international standards or consensus standards and interpret their appropriateness for guidance
- Managing and maintaining the database for the clinical quality audits 'critical incidents and infection control system
- Preparing and assisting with the preparation of operational plans and annual reports
- Evaluating incidents and queries
- Participating in the Human Resource Management process by being involved in the recruitment of technical staff
- Collaborating in the planning and execution of Technical related surveys and prepare report for the RTD
- Managing and participating in clinical/ technical research activities required by the Regional Health Authority
- Any other duties as required to advise and collaborate with the RTD in strategic Technical policy related activities

Technical

- Review and evaluate patients' medical records using the Ministry of Health's quality assurance criteria to assess compliance and identify opportunities for improvement
- Monitor and implement the Client Complaint Mechanism to ensure timely investigation, resolution, and feedback to clients and relevant stakeholders
- Review client complaints, incident reports, and related documentation to identify trends, systemic issues, and opportunities to enhance the quality of care
- Ensure through clinical quality assurance and infection prevention and control audits, that clinical processes and programmes comply with minimum national and international standards
- Collaborate with Directors and Programme Supervisors to plan and implement quality assurance activities and processes (including peer reviews, facility and programme audits death conferences, and client satisfaction surveys) and to support the collection and use of outcome data
- Review reports generated from internal and external audits to monitor the quality of care delivered, identify trends and areas requiring further investigation, and make evidence-based recommendations for corrective action
- Provide technical guidance and support to Senior Managers in Parish Health Departments and Hospitals in planning, implementing, and evaluating infection prevention and control programmes
- Communicate any critical compliance risks identified through quality assurance, audit, and surveillance activities to the RTD in a timely manner, with recommended mitigation strategies
- Develop and implement evidence-based quality improvement initiatives by analysing audit findings, client complaints, and incident reports to identify care gaps, design and test interventions, and continuously monitor performance for sustained improvement
- Liaise with the Epidemiology and Surveillance sections to develop and utilize appropriate data collection tools for monitoring the effectiveness Of clinical quality and infection prevention and control programmes
- Liaise with relevant departments and external agencies to promote service excellence and support an. integrated, client-centred approach to care
- Prepare and submit performance, quality, and other reports as required, and ensure the timely submission of all documents and information requested from the Regional Technical Department to the RTD
- Participate in the planning processes of the Technical Directorate and contribute to the development, review, and revision of policies, guidelines, and protocols related to clinical quality and infection prevention and control
- Perform any other related duties as required to advise and collaborate with the RTD on technical and clinical quality matters in support of regional health objectives

SPECIFIC KNOWLEDGE/SKILLS REQUIRED:

- Good written oral and communication skills
- Good human relations and interpersonal skills
- Skills in organizing resources and establishing priorities
- Good analytical skill and problem solving skills
- High level of integrity and professionalism
- Knowledge of the National Health Policy
- Knowledge of principles, practices and professional standards of medical records management and terminology

- In depth knowledge of research methods and techniques
- Knowledge of Quality Assurance principles
- Knowledge of management principles and practices
- Ability to coordinate and implement multiple projects and event
- Ability to use technology
- Knowledge of hospital and health centre functions and operations
- Information and techniques needed to diagnose and treat injuries and diseases

SPECIFIC CONDITIONS ASSOCIATED WITH THE JOB:

- Expected to demonstrate a high level of confidentiality
- Required to travel within the Region to perform duties

MINIMUM QUALIFICATION & EXPERIENCE:

- Registered Medical Practitioner
- PEER Approval
- Annual Registration with the Medical Association of Jamaica
- Post Graduate professional Qualification from a recognized institution
- Public Health qualification would be an asset
- A minimum of five (5) years working experience in the quality assurance field and/or Health field

Application letter along with detailed resume should be submitted no later than

October 9, 2026 to:

**The Director
Human Resource Management & Development
Western Regional Health Authority
Lot 31b, Fairview Shopping Centre
St. James**

e-mail: wrojobs@wrha.gov.jm

ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED