

## Client Relations Specialist, Quality Department at Aga Khan University Hospital

[Apply Now](#)

Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

(adsbygoogle = window.adsbygoogle || []).push({});

Aga Khan University Hospitals in Karachi, Pakistan and Nairobi, Kenya are private, not-for-profit institutions providing high quality health care. The Main Hospitals serve as the principal sites for clinical training for the University's Medical Colleges and Schools of Nursing and Midwifery in Pakistan and East Africa. Our Vision of Aga Khan University Hospital, Nairobi is to be the premier, tertiary, teaching and referral health care facility in sub-Saharan Africa. For over fifty years, Aga Khan University Hospital, Nairobi (AKUH) has been taking care of families in East Africa.

### Responsibilities:

Receive, document and promptly acknowledge client feedback, within set time limits

Initiate evaluation and closure actions related to the feedback in liaison with appropriate stakeholders

Maintain appropriate databases of client feedback

Identify and escalate to the Chief Medical Officer feedback that portend risk to the organization

Follow-up with relevant stakeholders to ensure all customers concerns are thoroughly investigated and appropriately closed

Monitor the Outcome management system to ensure service leader compliance with complaint

handling closure requirements

Support legal office in the timely and thorough evaluation and closure of medico-legal cases arising from patient safety events and client feedback

Participate in the development and implementation of policies for improvement of patient care and safety

Participate in the DQIPS activities of assigned departments to report on and champion best practice in customer care

Orient/educate and support other Quality department staff in Client relations related matters

Develop, monitor and continually improve on KPIs related to client relations activities

Participate in development and implementation of sectional improvement plans

Provide timely and detailed Client relations related performance reports

Training staff on Client Relations activities during General, Physician and Nursing Orientation

**Requirements:**

Minimum of a diploma in clinical-related field

Bachelor's Degree in a Health related field, Customer care training and experience are added advantages.

Valid practice license/Registered with the relevant body.

Basic Life Support Certificate (BLS)

Familiar with Hospital policies, procedures and processes

Demonstrate leadership and management skills.

Excellent interpersonal and communication skills both verbal and written

Ability to apply critical thinking and to work with minimum supervision

Ability to remain tactful, patient and calm in stressful situations

Trustworthy and self-driven

[Apply Now](#)

**Cross References and Citations:**

1. Client Relations Specialist, Quality Department at Aga Khan University Hospital Restaurantjobsnearme Jobs Kenya Restaurantjobsnearme ↗
2. Client Relations Specialist, Quality Department at Aga Khan University Hospital ArtjobsnearmeJobs Kenya Artjobsnearme ↗
3. Client Relations Specialist, Quality Department at Aga Khan University Hospital OslojobsJobs Kenya Oslojobs ↗
4. Client Relations Specialist, Quality Department at Aga Khan University Hospital CosmeticsjobsJobs Kenya Cosmeticsjobs ↗
5. Client Relations Specialist, Quality Department at Aga Khan University Hospital SerbiajobsJobs Kenya Serbiajobs ↗
6. Client Relations Specialist, Quality Department at Aga Khan University Hospital Sciencejobsnearme Jobs Kenya Sciencejobsnearme ↗
7. Client Relations Specialist, Quality Department at Aga Khan University Hospital NewyorkjobscareerJobs Kenya Newyorkjobscareer ↗
8. Client Relations Specialist, Quality Department at Aga Khan University Hospital Costaricajobs Jobs Kenya Costaricajobs ↗
9. Client Relations Specialist, Quality Department at Aga Khan University Hospital Polandjobs Jobs Kenya Polandjobs ↗
10. Client Relations Specialist, Quality Department at Aga Khan University Hospital FilmjobsJobs Kenya Filmjobs ↗
11. Client Relations Specialist, Quality Department at Aga Khan University Hospital Dermatologistjobs Jobs Kenya Dermatologistjobs ↗
12. Client Relations Specialist, Quality Department at Aga Khan University Hospital SurgeonjobsJobs Kenya Surgeonjobs ↗
13. Client Relations Specialist, Quality Department at Aga Khan University Hospital UnitedarabemiratesjobsJobs Kenya Unitedarabemiratesjobs ↗
14. Client Relations Specialist, Quality Department at Aga Khan University Hospital

**Socialmediajobopportunities Jobs Kenya Socialmediajobopportunities ↗**

**15. Client Relations Specialist, Quality Department at Aga Khan University Hospital**

**Communityjobs Jobs Kenya Communityjobs ↗**

**16. Client Relations Specialist, Quality Department at Aga Khan University Hospital**

**KuwaitjobstodayJobs Kenya Kuwaitjobstoday ↗**

**17. Client Relations Specialist, Quality Department at Aga Khan University Hospital**

**ContractjobsJobs Kenya Contractjobs ↗**

**18. Client Relations Specialist, Quality Department at Aga Khan University Hospital**

**Advertisingjobs Jobs Kenya Advertisingjobs ↗**

**19. Client relations specialist, quality department at aga khan university hospital Jobs**

**Kenya ↗**

**20. AMP Version of Client relations specialist, quality department at aga khan university**

**hospital ↗**

**21. Client relations specialist, quality department at aga khan university hospital Kenya**

**Jobs ↗**

**22. Client relations specialist, quality department at aga khan university hospital Jobs**

**Kenya ↗**

**23. Client relations specialist, quality department at aga khan university hospital Job**

**Search ↗**

**24. Client relations specialist, quality department at aga khan university hospital**

**Search ↗**

**25. Client relations specialist, quality department at aga khan university hospital Find**

**Jobs ↗**

Source:<https://ke.expertini.com/jobs/job/client-relations-specialist-quality-department-at-kenya-jobwebkenya-ea81a37da4/>

Generated on: 2024-05-03 by [Expertini.Com](https://www.expertini.com)