



TERMS OF REFERENCE

Job title:
Reporting to:
Office location

Administrative Assistant
Director of Administration and Finance
Kigali, Rugando

I. Background

The Rwanda Allied Health Professions Council (RAHPC) referred to as the Council, is a statutory body established under the RAHPC Law N°46/2012 of 14/01/2013 and is committed to protecting the public and guiding the healthcare professions. The Council is mandated to regulate the allied health professions in the country in aspects pertaining to education, training and registration, professional conduct and ethical behaviour, ensuring continuing Professional Development (CPD), and fostering compliance with healthcare standards.

This carries with it the responsibility of enforcing compliance with the rules, honor and dignity of the medical profession; ensuring compliance with the principles of morality, integrity and dedication essential to the practice of the profession; and ascertaining that all its members comply with the professional requirements, laws and regulations governing the medical profession.

The Council reviews continually its strategic direction guided by a vision and vision that is

translated into strategic objectives in the implementation of its legal mandate.

II. Job Summary

The Administrative Assistant shall provide assistance to the RAHPC Permanent Secretariat duties to ensure all Council's processes run smoothly. He/she shall mainly be responsible for the customer care.

III. Knowledge and Skills requirements

In the RAHPC framework, the Administrative Assistant should have the following skills and competences:

- a. Professional Appearance;
- b. Excellent Organizational Skills;
- c. Excellent Customer Care Skills;
- d. Exceptional Communication Skills;
- e. Proficiency in Microsoft Office Programs;

- f. Ability to Maintain a Strict Level of Confidence;
- g. Ability to Maintain a Strict Level of Confidence;
- h. Highly Motivated and Ability to Prioritize Efficiently;
- i. Ability to Work Alone or As Part of a Team;
- j. Enthusiastic and Reliable;
- k. Self-Driven;
- l. Having Attention to Detail;

IV. Responsibilities

Within the framework of the Council, the Administrative Assistant shall:

- a. Direct clients with regard to the appropriate office to address their enquiries.
- b. Performs clerical duties, including, but not limited to, mailing and filing correspondence, placing orders, and answering calls
- c. Attend to telephone communication, direct calls, and receive messages from counterparts
- d. Attend to applicants and clients enquiries of the Council,
- e. Receive, cross check and register applicant documents and assist in setting up new applicants' accounts in the Registry database.
- f. Ensure a proper and appropriate filling applicants documents is undertaken
- g. Perform data entry activities of various registry documents
- h. Open, sort, route incoming mails and prepare outgoing mails
- i. Perform a variety of office tasks he/she shall be assigned from time to time by the direct supervisor
- j. Photocopies, scans, and files appropriate documents

- k. Maintains stock of supplies by anticipating work requirements, ordering supplies, and distributing supplies where necessary
- l. Assists with organising events when necessary
- m. Interacts with clients, visitors, and vendors as well as Signs for delivered packages and distributes them to the appropriate recipient.
- n. Answers customer questions and confirms customer orders/appointments
- o. Assist the Registration Office in posting different information on the Council website.
- p. Perform any other duties that may be assigned by the Direct Supervisor.

V. Required Qualifications

The applicant must hold at least a **Bachelor Degree** in **Hospitality, Management and Administration** or **related fields** with previous experience in related fields.

Applications should be submitted with the following documents on RAHPC email: info@rahpc.org.rw

1. Signed letter addressed to the Registrar and CEO of RAHPC
2. A dully updated curriculum vitae with motivation
3. A copy of academic qualifications

The deadline of submission of all applications is fixed on **31st August 2021**, before 17:00.

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**Maj (Rtd) Jean Damascene GASHREBUKA
Registrar &CEO
Rwanda Allied Health Professions Council
(RAHPC).**

