

CAREER OPTIONS AFRICA (Rwanda) LTD

www.careeroptionsafricagroup.com

www.hreastafrica.com

Counselling Specialist- Rwanda

OUR CLIENT

Our client, Medtronic LABS, a medical innovative technology company which provides solutions for hypertension and diabetes patients is seeking to fill the position of **Counselling Specialist** in Rwanda.

The client seeks to fill the above position with a suitably qualified and competent professional with experience in counselling patients and referral of patients to providers.

THE JOB

Our client is looking for a passionate Counselling Specialist focused on improving health care and patients' lives. The Counselling Specialist will need excellent customer service skills and will play a big role in providing a link from hypertension or diabetic patient to their provider, answer non-treatment questions, sharing health tips with patients and encouraging them to be adherent with their health care plans.

Main Tasks and Responsibilities;

1. Calm demeanour to support calls, counselling patients and referral of patients to providers.
2. To easily connect and empathize with patients and their care providers.
3. Support patient's care provider in managing patients remotely.
4. Based on patient responses and relevant ideas, contribute to improving the Empower Health system by sharing feedback and joining innovation sessions.
5. Complete weekly Teleconsulting services with Empower Health patients and ensure that assigned tasks and reports are executed successfully and completed within needed time frames to meet program objectives and milestones.
6. Should follow Medtronic's and Empower Health's processes and systems
7. Collaborate with Empower Health program staff via email, weekly or bi-weekly teleconferences.
8. Complete all required Medtronic and program training.
9. Any additional duties assigned to deliver the overall Empower Health Goal.

QUALIFICATIONS

The job holder should have the following qualifications;

- a) Diploma/ Certificate in Health/Medical or Biology-related field.
- b) 2 to 3 years counselling experience.
- c) Excellent communication skills in English and local languages.
- d) Good understanding of MS Office and basic computer skills.

THE RIGHT PERSON FOR THE JOB

The ideal candidate should possess the following skills and competencies;

- a) Good organizational skills.
- b) Excellent communication, interpersonal and customer care skills.
- c) Ability to work individually, with no supervision, and as part of teams, collaboratively.
- d) Strong interest in improving healthcare access.
- e) Good observational skills and attention to detail.
- f) Exceptional interpersonal skills.
- g) Excellent written and verbal communication.

WHAT WE ARE OFFERING THE RIGHT PERSON

We are offering a competitive remuneration package for the successful candidate.

HOW TO APPLY

Visit www.careeroptionsafricagroup.com and www.hreastafrica.com for more details on this position.

Send CV only to Recruitment_rw@careeroptionsafricagroup.com by 30th December 2021 subject heading, as **Counselling Specialist**. However, applications will be reviewed as they are received, and qualified candidates called for interview as soon as their CVs are received.

We are an Equal Opportunity Employer.

Candidates who do not hear from us by this date should consider their applications unsuccessful.

WHO WE ARE AND WHAT WE DO

Career Options Africa is a Human Resource Consultancy firm with branches in Kenya, Uganda, Tanzania and Rwanda;

Our Range of services includes;

OUTSOURCING KEYWORDS

Hr outsourcing Kenya, Uganda, Tanzania and Rwanda

Outsourced labour management in Kenya, Uganda, Tanzania and Rwanda

Staff outsourcing in Kenya, Uganda, Tanzania and Rwanda

staff outsourcing companies in Kenya, Uganda, Tanzania and Rwanda

outsourcing staff in Kenya, Uganda, Tanzania and Rwanda

human resource outsourcing in Kenya, Uganda, Tanzania and Rwanda

hr companies in Kenya, Uganda, Tanzania and Rwanda

RECRUITMENT SERVICES

Recruitment agencies in Kenya, Uganda, Tanzania and Rwanda

Recruiting agencies in Kenya, Uganda, Tanzania and Rwanda

Recruitment agencies Kenya, Uganda, Tanzania and Rwanda

Recruitment firms in Kenya, Uganda, Tanzania and Rwanda

Recruitment agents in Kenya, Uganda, Tanzania and Rwanda

Headhunting services in Kenya, Uganda, Tanzania and Rwanda

Headhunters in Kenya, Uganda, Tanzania and Rwanda

Recruitment agencies in Kenya, Uganda, Tanzania and Rwanda

PAYROLL KEYWORDS

Outsourced payroll management Kenya, Uganda, Tanzania and Rwanda

Payroll outsourcing companies Kenya, Uganda, Tanzania and Rwanda

Payroll companies in Kenya, Uganda, Tanzania and Rwanda

Payroll outsourcing Kenya, Uganda, Tanzania and Rwanda

Salary outsourcing Kenya, Uganda, Tanzania and Rwanda

Payroll services Kenya, Uganda, Tanzania and Rwanda

Payroll management Kenya, Uganda, Tanzania and Rwanda