



Muhammad Ijaz Khan

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ABOUT ME

Lead numerous responsibilities, including organizing workflow, guiding employees in understanding duties and delegated tasks, and resolving staff issues to ensure optimized performance and productivity. Conduct internal departmental mock audits and supervise quarterly management review meetings to devise innovative solutions to drive growth. Supervise and perform monthly quality control and enhancement sessions with staff to drive continuous process improvement. Organise training sessions for staff on Joint Commission Accreditation Certification (JCIA). Participate in recruitment, selection, training, and orientation of new employees, along with developing training manuals and delivering post-training analysis. Reduced discrepancies and enhanced scheduling by planning, devising, and developing training calendars and programmes based on TNA and leading training across departments. Drove development and implementation of robust operational policies and procedures by supporting management to ensure smooth flow of work across departments. Assessed employee performance annually and delivered constructive feedback, improving employee retention rates.

WORK EXPERIENCE

MEAL and MIS Officer

Strengthening Participatory Organization [08/06/2024 – Current]

City: Lahore | Country: Pakistan

Providing technical monitoring and evaluation support to program teams and overseeing all M&E plans for programs
Conduct Monitoring visits for collection of data on Monthly, Quarterly and Annually basis as per MEL Plan.
Ensure Timely Monthly, Quarterly, and Annual Reporting of Project
Ensure adherence to a detailed implementation plan for M&E activities with Support of PM
Develop related project qualitative and quantitative M&E tools with the technical support from PM
Train project staff in using relevant M&E tools Catalogue lessons learned and achievements in the field for better project design and decision making, and for donor reporting and cultivation
Work with the Project Manager to identify opportunities to strengthen the office's overall monitoring, evaluation, accountability, and learning activities
Support the Project Manager in his functions to oversee and manage programme implementation functions, work planning, monitoring and evaluation and reporting functions
Support the Project Manager in his functions to coordinate and manage the overall quality delivery of the program in an effective and efficient manner and help prepare annual work plans & budget in line with the program outputs and objectives
Provide strategic guidance on activity planning, implementation strategies and future program orientation.
Provide support to team members and partners/allies in smooth implementation of projects and developing required skills
Ensure proper and quality reporting from team members and meet donor's reporting deadlines.
Coordinate closely with other program teams at regional and NC level for building synergies and affective program delivery.
Coordinate closely with Communication specialist to track the progress of the project and incorporate technical input, feedback and suggest for further improvement.

Data Management and Social Mobilization Officer

The International Rescue Committee (IRC). [03/09/2022 – 02/06/2024]

City: Lahore | Country: Pakistan

Interpret data, analyze results using statistical techniques and provide ongoing reports.

Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.

Acquire data from primary or secondary data sources and maintain databases/data systems

Identify, analyze, and interpret trends or patterns in complex data sets

Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems.

Work with management to prioritize business and information needs Locate and define new process improvement opportunities.

Creates a safe space for people to discuss their family planning and reproductive health needs. Men and women are more comfortable discussing their needs in private, preferring confidentiality.

Provide a respectful, intimate environment in which they can share their concerns about birth spacing With the information that women obtain through social mobilization, they are able to make informed choices about their families and the number of children that they want to have.

Create a referral loop for a woman who needs contraception to obtain it from a trained service provider for quality service delivery.

Provides women in the community with an opportunity to work with the government and private sector as advocates to increase community outreach and sensitize more people in the hard-to-reach areas while also generating an income as a social mobilizer.

Addresses myths and misconceptions about family planning in local languages that women, their partners, and community influencers can understand.

Create awareness of project aim and objectives in the communities and Motivate community people through orientation sessions and project briefs.

Responsible for reporting and maintaining the record updated on daily basis and good in communication and flexible, able to present organization on different platforms.

As team member, skills to motivate the community people and team members to develop project activities, planning and reporting.

Identification and involvement of the vulnerable groups and families in the project planning and implementation and Facilitate the IEC material distribution among the communities

Hospitals Coordinator (M&E)

Government of Pakistan “Minister of National Health Services, NTP. [02/04/2022 – 31/08/2022]

City: Gujranwala | **Country:** Pakistan

Support Senior MEAL Manger, in establishing and make functional an efficient and action-oriented MEAL system for the project focusing on health and education.

Carry out assessments of program activities such as training and camps and ensure that activities are implemented in line with the operational guidelines.

Coordinate with program team and operation team in conducting baseline of public and private health facilities prior to the dissemination of interactive voice response calls to community members to measure the improvement in self referrals for TB, AID and COVID-19 after the campaign with the support of project team.

Ensure that data is collected and entered data management system on a regular basis.

Validate data for completeness, correctness, consistency and follow up on any data quality issues.

Review and develop appropriate formats, data collection tools and systems for monitoring and evaluating programs, assuring quality, and managing data according to internal and international standards.

In collaboration with the Senior MEAL Manager, and program teams, carry out regular participatory project monitoring as well as activities according to agreed systems, procedures, and standards.

Provide on-site technical support and capacity building to field teams for implementation of project activities.

Follow-up with the district field officers on a regular basis to ensure timely achievement of targets in line with the monthly work plans.

Support the development of the annual operational plans for the assigned districts.

Follow up and coordinate with the field staff including Tuberculosis and government staff at divisional and district levels for the implementation of TB immunization plans.

Monitor the implementation of TB immunization service delivery in the fixed, outreach and mobile sessions and conducting RCA in the community to assess the routine measles coverage.

Assist in preparing high-quality micro-plans for routine TB immunization at Union Council level in the assigned districts.

Responsible for compiling and analyzing data and developing summary reports and sharing with Project Manager.

Extend needful support to program teams to track progress of the project activities in line with the agreed output and outcome level performance indicators and beneficiary numbers using standardized formats and systems, to establish/maintain data storage and dissemination systems.

Assist in the design, collection and analysis of data and information for assessments, surveys and evaluations as required by the MEAL and the program teams as per projects requirements.

Conduct data quality assessments, audits, and support relevant teams in improved data management practices.

Will represent MEAL during program review meetings and other events to share MEAL updates and/or making presentations if required.

Facilitate program team to develop and adopt quality standards for their program interventions and ensure the placement of these standards.

SUPERVISOR OPD&AS

Shaukat Khanum Memorial Hospital & Research Centre, (JCIA Certified) Lahore [09/12/2020 – 15/04/2022]

City: Lahore | Country: Pakistan

Supports the provision of safe, patient and family-focused quality care, assists in the daily functioning of the Clinic/department in support of patient care while maintaining confidentiality, supports the successful achievements of Clinic Operations strategic goals, provides ongoing and continuous supervision of all Patient Relation Staff, strives to Exceed the service expectations of customers, regularly convey and monitor performance standard with all Patient Relations Staff, ensures that every Patient Relation Staff member has effectively completed and is proficient in connect.

Practice Management System and any other required hospital training programs.

Clinic Operations Management: Oversee all aspects of the clinic's daily operations, including patient scheduling, Registration, billing, and front desk activities. Ensure smooth and efficient workflows to enhance patient satisfaction and Staff productivity.

Staff Supervision: Recruit, train, and manage clinical and administrative staff. Provide leadership, guidance, and support to the team, promoting a positive work environment and fostering professional growth.

Patient Care Quality: Monitor and maintain the quality of patient care services. Implement best practices and protocols to ensure the highest level of patient safety and satisfaction.

Compliance and Regulation: Ensure compliance with local health regulations, licensing requirements, and other relevant Healthcare standards.

Regularly review policies and procedures to align with the changing regulatory landscape.

Inventory and Supplies Management: Oversee the procurement and inventory of medical supplies, equipment, and Medications.

Patient Satisfaction: Address patient feedback, complaints, and concerns promptly and effectively. Implement strategies to enhance patient satisfaction and loyalty.

And Liaise with the IT department in addressing and troubleshooting operational issues as they present.

Monitors cash outstanding/No show/Employer details report daily and investigates all accounts of patient walkouts, and late charges entries.

Provides cashier training to reduce cash outstanding episodes and works collaboratively and effectively with the finance department and other hospital staff to reduce cash outstanding.

Liaises with the Insurance Department to resolve registration errors and arranges the monthly schedule of the reception, switchboard, porters and Patient Relations Executives of clinics without Clinic Managers. And organizes the master schedule of all Patient Relations staff to ensure adequate coverage of the clinics.

Reassigns Patient Relations Executives to cover clinic areas in times of illness or vacations in collaboration with the floor leaders under the supervision of the line manager of clinic operation.

PATIENT CARE OFFICER

Shaukat Khanum Memorial Hospital & Research Centre, (JCIA Certified) Lahore [02/09/2013 – 08/12/2018]

City: Lahore | Country: Pakistan

Oversaw day-to-day activities in Unit, including spearheading clinic management for vis-a-vis cancellations, setups, and

rearrangements in Hospital Information System (HIS) as well as delivering administrative support to management.

Ensured complete satisfaction by addressing verbal/written queries and providing resolution of problems faced by patients.

Successfully achieved organizational efficiency by establishing and executing robust strategic action plans.

Welcome patients, check-in new patients, and answer phone calls.

Maintain the appointment calendar, schedules, and medical charts.

Communicate with patients, families, medical staff, and caregivers to guarantee smooth operations.

Plan patient procedures and activities.

Order medical equipment, supplies, and infrastructure for the hospital.

Assist patients with important hospital forms and inform them about the procedures of the hospital.
Resolve all patient complaints and collect reviews to help improve functionality.
Maintain and update patient medical records.
Work with medical and non-medical employees.
Train new employees on hospital processes.
Welcome patients, check-in new patients, and answer phone calls.
Maintain the appointment calendar, schedules, and medical charts.
Communicate with patients, families, medical staff, and caregivers to guarantee smooth operations.
Plan patient procedures and activities.
Order medical equipment, supplies, and infrastructure for the hospital.
Assist patients with important hospital forms and inform them about the procedures of the hospital.
Resolve all patient complaints and collect reviews to help improve functionality.
Maintain and update patient medical records.

Quality Assurance Representative

Shaukat Khanam Memorial Cancer Hospital and Research Centre Lahore [09/12/2018 – 08/11/2020]

City: Lahore | Country: Pakistan

Overall coordinator of all quality-related activities in the hospital as well as department. In the exercise of this responsibility the representative ensures that all quality related goals, plans and strategies formulated across the department/sections are achieved. The representative reports to the Hospital Management Representative for Quality.

Establish, implement, and maintain a documented Quality system across the Hospital and department.

With the assistance of divisional head for quality, revise a quality plan, quality process and quality goals that are oriented to assisting the hospital in meeting its quality vision.

Exercise leadership in coaching, guiding, and directing the formulation of Quality standards for clinical practice and customer services, QA quality policies and continuous quality improvement (CQI) initiatives.

Issues all new revised and amended standards, policies, procedure, and protocols, which guide the practice of the department.

Promote and conduct regular Management reviews and ensure that accurate records of such reviews are maintained.

Acts as a role model for Quality related activities in the department and Hospital.

EDUCATION AND TRAINING

MASTER OF SCIENCE IN ECONOMICS

University Of Education [09/09/2014 – 10/09/2016]

City: Lahore | Country: Pakistan | Website: www.ue.edu.pk

BECHOLER OF COMMERCE

University of Punjab [09/08/2009 – 12/08/2011]

City: Lahore | Country: Pakistan | Website: www.pu.edu.pk

INTERMEDIATE IN COMMERCE

Bise Lahore Board [12/08/2007 – 13/08/2009]

City: Lahore | Country: Pakistan | Website: www.bise.edu.pk

MATRICULATION

Bise Lahore Board [02/08/2005 – 03/08/2007]

City: Lahore | Country: Pakistan | Website: www.bise.edu.pk

LEADERSHIP AND PROGRAMME MANAGEMENT IN INFECTION PREVENTION AND CONTROL

World Health Organization [11/03/2023 – 17/03/2023]

City: Lahore | Country: Pakistan | Website: www.who.org

LANGUAGE SKILLS

Mother tongue(s): Urdu | Pashto

Other language(s):

English

LISTENING C1 READING B2 WRITING C2
SPOKEN PRODUCTION C2 SPOKEN INTERACTION B2

Urdu

LISTENING C2 READING C2 WRITING C2
SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Panjabi; Punjabi

LISTENING C2 READING C2 WRITING C2
SPOKEN PRODUCTION C2 SPOKEN INTERACTION B2

Pashto

LISTENING C2 READING C2 WRITING C2
SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office / Microsoft Word / Microsoft Excel / Outlook / Zoom / Skype / Microsoft Powerpoint / leadership / PROBLEM SOLVING AND DECISION MAKING / APPROPRIATE BEHAVIOR AND ATTITUDE AS PER SAFETY CULTURE SURVEY / EDUCATION/TRAINING ON WORKPLACE VIOLENCE / oracle / Good listener and communicato / Motivated

CERTIFICATIONS

[09/03/2023 – 09/03/2023]

Leadership And Programe Management In Infection Prevention And Control

Leadership And Programme Management In Infection Prevention And Control (World Health Organization)

[15/10/2022 – 15/10/2022]

Fundamentals of Safeguarding

This module introduces the foundational concepts and principles of safeguarding, designed to equip individuals with the knowledge and skills necessary to protect vulnerable populations. Key areas of focus include understanding the types and signs of abuse, the legal and ethical responsibilities of safeguarding, risk assessment, and the importance of creating safe environments. Participants will explore best practices for reporting concerns, handling sensitive information, and promoting well-being. By the end of this module, learners will be prepared to recognize and respond to safeguarding issues effectively, fostering a culture of safety and respect.

[03/07/2021 – 03/07/2021]

Equality, Diversity and Inclusion

Committed to fostering an inclusive, respectful, and diverse environment that values and celebrates unique perspectives and backgrounds. Skilled in implementing policies that promote equality and fair treatment for all, advocating for underrepresented groups, and addressing structural inequalities within organizations. Experienced in collaborating with diverse teams to develop and drive initiatives that support a culture of belonging and accessibility, ensuring compliance with relevant regulations and standards. Passionate about creating spaces where everyone has the opportunity to thrive and contribute meaningfully to shared goals.

[08/02/2024 – 08/02/2024]

Anti-Sexual Harassment Training - Global

Participated in a comprehensive, globally-focused anti-sexual harassment training program designed to build awareness, promote a safe workplace, and foster inclusive environments. The training covered key topics such as understanding harassment definitions and types, recognizing and addressing inappropriate behavior, reporting mechanisms, and best practices in creating a respectful workplace culture. Emphasized cultural sensitivity and

awareness to address harassment across diverse settings, focusing on legal frameworks, policy development, and strategies for prevention and intervention.

[18/10/2018 – 18/10/2018]

Basic Life Support Course (BLS) - Non-Clinical

Completed a comprehensive Basic Life Support (BLS) course tailored for non-clinical professionals. The training covered essential life-saving skills, including CPR, the use of automated external defibrillators (AEDs), and first-aid techniques for managing choking, cardiac arrest, and other critical medical emergencies. Emphasis was placed on effective teamwork, communication during emergencies, and adherence to patient safety protocols, equipping participants with practical skills for responding to health emergencies in non-clinical settings.

[05/05/2019 – 05/05/2019]

Problem Solving and Decision Making

Skilled in analyzing complex challenges and making informed decisions that balance strategic objectives with practical outcomes. Leveraging over a decade of experience in human rights advocacy, policy development, and program implementation, I excel at identifying root causes, evaluating alternatives, and implementing solutions that drive impactful change. My approach is structured, data-driven, and collaborative, ensuring that decisions are aligned with organizational goals and stakeholder needs. Recognized for my ability to handle high-pressure situations, I prioritize ethical considerations and compliance, particularly in areas like patient safety and confidentiality, while delivering effective solutions.

[14/09/2017 – 14/09/2017]

Leadership Skills

Dynamic and results-driven leader with over 10 years of experience in managing and guiding diverse teams within NGO and healthcare sectors. Proven expertise in strategic decision-making, conflict resolution, and empowering team members to achieve organizational goals. Skilled in fostering collaborative work environments, inspiring motivation, and aligning team efforts with overall mission and values. Experienced in mentoring and developing emerging leaders, promoting an inclusive workplace, and enhancing productivity through clear communication and consistent support.

[06/11/2024 – 11/11/2024]

Inter-Agency Gender Based Violence Case Based Management Guidelines

To enhance knowledge and skills in managing cases of gender-based violence, ensuring survivor-centered, rights-based, and culturally sensitive approaches to support survivors effectively.

Understand the principles and steps of GBV case management.

Demonstrate skills in survivor-centered communication and support.

Develop actionable case management plans, including referrals and follow-ups.

Apply ethical and culturally sensitive practices in GBV case management.

Build advocacy strategies for community engagement and systemic change.

Introduction to Gender-Based Violence (GBV)

Survivor-Centered Approach

Case Management Fundamentals

Psychosocial Support for GBV Survivors

Legal and Medical Support

Data Management and Confidentiality

Community Engagement and Advocacy

Cultural Sensitivity and Context-Specific Practices