



Muhammad Ijaz Khan

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Date of birth: 02/01/1991 **Nationality**: Pakistani

WORK EXPERIENCE

[03/09/2022 – Current]

Data Management and Social Mobilization Officer

The International Rescue Committee (IRC).

City: Lahore

Country: Pakistan

Country level under the supervision of the IRC team, expected to identify, connect, and bring in the networked health, including those who are less of the “usual suspects”, to the community activities also expected to motivate and engage fellow community members to deliver the best prototypes for the identified public space and gray areas and will report to the designated focal person of the IRC country team. Contribute to design and implementation of outreach activities to provide inputs to outreach community mobilizer. Keep the community updated about the project. Support the development of the annual operational plans for the assigned districts. Follow up and coordinate with the field staff including Family Planning (FP) and government staff at divisional and district levels for the implementation of immunization plans. Connect the mapped initiatives and people with each other and coordinate for their mutual benefit e.g., when more than one group offer the same or complementary services. Monitor the implementation of 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 immunization at Union Council level in the assigned districts. Organize and participate in all project events (practical trainings on collaboration between the local government and communities, consultations with communities, mobilization of youth, community design workshops, idea generator camp etc.). Assist community initiatives with their online documentation (community proposals) jointly with outreach community mobilizer. Support the activities to improve the quality of immunization coverage and surveillance data. Support the Private petitioner to assess the impact of the Family Planning program. Coordinate the activities related to Family Planning and Childbirth spacing with all stakeholders at all levels. Support the operational component of FP/CBS synergy. Provide facilitation in the group formation, election of representatives, record keeping, internal saving mechanism and training/ capacity building of the FP members. Regularly update the Project Manager regarding the security situation in the region a daily basis. Assist informal education and hygiene promotion activities as required in the field. Participate in weekly team meetings.

Attend regular community meetings in targeted areas.

[02/04/2022 – 31/08/2022]

Hospitals Coordinator (M&E)

Government of Pakistan "Minister of National Health Services, NTP.

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.

[09/12/2020 – 15/04/2022]

SUPERVISOR OPD&AS

Shaukat Khanum Memorial Hospital & Research Centre, (JCIA Certified) Lahore

City: Lahore

Country: Pakistan

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. Organize 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 programmer 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. Prepare and maintain department goals, KPI's and present with Higher management. Prepare Departmental monthly reports and present with Higher Management. Prepare Staff Roster and effective utilization of staff. Conducting internal departmental Audits and its compliances. Ensure the departmental Quality of services.

[03/01/2017 – 18/12/2020]

Quality Assurance Representative

Shaukat Khanum Memorial Hospital & Research Centre, (JCIA Certified) Lahore

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. 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.

[02/09/2013 – 02/01/2017]

PATIENT CARE OFFICER

***Shaukat Khanum Memorial Hospital & Research Centre, (JCIA Certified)
Lahore***

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.

EDUCATION AND TRAINING

[09/09/2014 – 10/09/2016]

MASTER OF SCIENCE IN ECONOMICS

University Of Education www.ue.edu.pk

City: Lahore

Country: Pakistan

[09/08/2009 – 12/08/2011]

BACHOLER OF COMMERCE

University of Punjab www.pu.edu.pk

City: Lahore

Country: Pakistan

[12/08/2007 – 13/08/2009]

INTERMEDIATE IN COMMERCE

Bise Lahore Board www.bise.edu.pk

City: Lahore

Country: Pakistan

[02/08/2005 – 03/08/2007]

Matriculation

Bise Lahore Board www.bise.edu.pk

City: Lahore

Country: Pakistan

[11/03/2023 – 17/03/2023]

LEADERSHIP AND PROGRAMME MANAGEMENT IN INFECTION PREVENTION AND CONTROL

World Health Organization www.who.org

City: Lahore

Country: Pakistan

LANGUAGE SKILLS

Mother tongue(s): Urdu

Other language(s):

English

LISTENING C1 READING B2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION B2

Panjabi; Punjabi

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION B2

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