JOB OBJECTIVE: Vaccination Services Lead | C-CARE IHK (Uganda)

Job Details

Job Location:	**IHK**	Employee Category	
Department	**C-Pharma**	Sub-Department	
Clinical/Nonclinical	**Clinical**	Patient Facing (Y/N)	**No**
Direct Reports (Y/N)	**Yes**	Direct Report Job Grade	**Professional**

Reporting Relationships

Reporting to (Functional)	**Head of C-Pharma**
Reporting to (Administrative)	**Head of C-Pharma**

Job Purpose

The Vaccination Nurse will drive the implementation and growth of C-Care's vaccination strategy across its hospitals and clinics, with a strong focus on increasing vaccination uptake, revenue generation, patient retention, and access to vaccination services.

The role is responsible for identifying vaccination opportunities among mothers, newborns, infants, children, and other eligible patients; proactively contacting patients and caregivers; scheduling vaccination appointments; and ensuring follow-through to completed vaccinations.

The Vaccination Nurse will work closely with pharmacists, nursing teams, pediatricians, maternity teams, clinic managers, and other relevant stakeholders to maximize vaccination opportunities across the C-Care network. The role will also support the expansion of home vaccination services and other convenient vaccination delivery models, helping position C-Care as a preferred provider of accessible, safe, and reliable vaccination services.

The successful candidate will combine clinical knowledge, patient education, customer engagement, appointment management, and commercial awareness to improve vaccination coverage while ensuring patient safety and compliance with applicable clinical and regulatory requirements.

Key Responsibilities

Vaccination Strategy and Business Growth

- Implement C-Care's vaccination strategy across hospitals and clinics, translating strategic objectives into measurable operational and commercial outcomes.
- Identify and maximize vaccination opportunities across the C-Care network, ensuring that eligible patients are informed about and encouraged to access appropriate vaccination services.

- Drive growth in vaccination uptake, vaccination sales, and overall vaccination revenue contribution.
- Identify opportunities to expand vaccination services to new patient segments, facilities, and communities.
- Support the development of vaccination campaigns, awareness initiatives, and patient engagement programs.
- Promote C-Care as a trusted destination for vaccination services, emphasizing convenience, accessibility, quality, and patient safety.
- Explore opportunities to grow vaccination services through home visits, outreach programs, and other approved service delivery models.

Maternal and Child Vaccination Follow-Up

- Establish and maintain a structured database of mothers who deliver within the C-Care network to support postnatal vaccination follow-up.
- Proactively contact mothers and caregivers to remind them of upcoming and overdue childhood vaccinations in line with the immunization schedule.
- Coordinate with maternity teams to ensure eligible mothers receive appropriate information on vaccination schedules before discharge and during postnatal follow-up.
- Contact caregivers of children under two years who attend pediatric consultations at C-Care facilities to establish their vaccination status and identify outstanding or upcoming vaccinations.
- Encourage caregivers to book vaccination appointments at convenient C-Care facilities.
- Maintain accurate records of calls, vaccination status, appointments, follow-up actions, and completed vaccinations.
- Escalate clinical questions, contraindications, adverse events, or other concerns to the appropriate clinician.
- Ensure all patient communication is respectful, confidential, and consistent with approved clinical guidance and consent requirements.

Appointment Booking and Patient Conversion

- Contact eligible patients and caregivers to identify vaccination needs and convert opportunities into confirmed appointments.
- Schedule vaccination appointments at appropriate C-Care hospitals and clinics
- Follow up with patients who have booked appointments to encourage attendance and minimize missed appointments.

- Maintain a structured appointment register showing bookings, attendance, cancellations, rescheduling, and completed vaccinations.
- Follow up with patients who miss appointments and facilitate rebooking where appropriate.
- Coordinate with pharmacy and nursing teams to ensure vaccines and the necessary clinical resources are available before scheduled appointments.
- Identify and address barriers to conversion, including lack of awareness, appointment inconvenience, affordability concerns, and vaccine availability.
- Ensure that vaccination recommendations are clinically appropriate and that patients are not pressured into unnecessary or unsuitable services.

Home Vaccination Services and Outreach

- Drive the development and utilization of C-Care's home vaccination services across the country, in collaboration with relevant clinical, nursing, pharmacy, and operational teams.
- Identify patients and families who may benefit from home vaccination based on service availability, clinical suitability, and approved eligibility criteria.
- Coordinate home vaccination bookings, patient communication, route planning, staffing, and vaccine availability with the relevant teams.
- Monitor home vaccination uptake, revenue, utilization, patient satisfaction, and service efficiency.
- Ensure that all home vaccination activities comply with approved clinical protocols, vaccine transport and cold-chain requirements, documentation standards, and applicable regulatory guidelines.

Vaccine Availability and Operational Coordination

- Work closely with pharmacists and relevant supply chain teams to ensure appropriate vaccine availability for anticipated demand.
- Support accurate recording of vaccine stock movements, sales, administration, wastage, and expiries in collaboration with responsible pharmacy staff.
- Monitor vaccine utilization patterns and communicate demand forecasts to the relevant teams.
- Support the implementation of standard operating procedures for vaccination services across C-Care facilities.

Clinical Quality, Patient Safety and Documentation

- Ensure vaccinations are administered only by appropriately authorized and qualified personnel in accordance with approved protocols and applicable regulations.

- Support accurate vaccination documentation, including patient details, vaccine administered, batch or lot number, administration date, and next scheduled dose, as applicable.
- Ensure that patient eligibility, vaccination history, consent, contraindications, and relevant clinical considerations are appropriately assessed by qualified healthcare personnel.

Reporting and Continuous Improvement

- Prepare monthly and quarterly vaccination performance reports for the relevant clinical, nursing, pharmacy, and business leadership teams.
- Present performance against agreed targets, including revenue, vaccines sold and administered, conversion rates, appointment attendance, utilization, and home vaccination growth.
- Analyze trends, identify missed opportunities, and recommend practical interventions to improve performance.

Key Performance Indicators (KPIs)

Number of deliveries per month
conversion at birth (Commercial Hep B)
Number of individuals contacted: summation of individuals supposed to return after 6 wks, 10wks, 14 wks, 9 months, 18 months & paeds < 2 years
Number of individuals booked
Number of individuals converted to vaccination
Number of home vaccinations done
Quantity of vaccines sold per month
Total vaccines revenue per month
Vaccines revenue as % of C-Pharma revenue

Key Skills and Competencies

Qualifications *Formal education required for competence in the job*	• Diploma or bachelor's degree in nursing from a recognised institution. • Valid registration and practising licence with the relevant nursing regulatory authority. • Training or certification in immunisation, vaccination, or related clinical practice is an advantage.
Experience	• Relevant experience in nursing, immunisation, maternal and child health, paediatric care, or outpatient clinical services.

	• Experience in patient follow-up, health education, appointment management, and clinical documentation. • Experience coordinating vaccination services is desirable.
Behavioural Competencies	• Sound knowledge of vaccination schedules, immunisation principles, vaccine handling, and patient safety. • Strong telephone communication, counselling, and caregiver education skills. • Excellent organisation, appointment scheduling, patient tracking, and follow-through. • Ability to identify barriers to vaccination uptake and recommend practical solutions.

Approval	**HR Business Partner:** ---------- Date ---------	**Head of Department:** ---------- Date ---------
Employee Acceptance	*I hereby acknowledge receipt of my JD. I wish to confirm that I have read & understood the Job contents & expectations and therefore am willing to offer my services under the terms and conditions given hereto.* *Employee Signature: …….. Date:* ----------	