**Job Description: Referral Facilitator**

Position Title: Referral Facilitator

Location: Primary Health Care Center (PHCC) at Camp 21, Teknaf, Cox’s Bazar

Reporting to: Medical Officer

Number of Vacancies: 1

Employment Type: Full-Time

Salary: Negotiable

Last date of Application: 26 May 2025

***Purpose of the Role:***

The Referral Facilitator – NCD Program will support the clinical and community health teams in the Rohingya camp by ensuring timely and efficient referral of individuals with non-communicable diseases to appropriate health facilities. The role focuses on coordinating between CHWs, health facilities, and patients to streamline referral pathways, improve follow-up care, maintain accurate documentation, and promote access to continuous, patient-centred NCD services.

**Job Responsibilities:**

* Active engagement with referral and management of transportation for the patients to higher facilities as per required.
* Maintain referral slip and register.
* Establish coordination and good linkage with the Govt. Hospitals/Field Hospitals and other higher Health Facilities as per the Referral pathway.
* Maintain the list of referred patients and give support where necessary.
* Controlling the referral system, considering the Referral Pathway given by Health Sector.
* Follow-up the referred patients.
* Ensure the need-based support of the patients.
* Maintain functional relations with and accountability to the in-charge of the respective Health Facilities.
* Engage in other emergency activities as and when required.
* Prepare the Monthly Report and submit within the prescribed date.
* Prepare and submission of case study and success story to respective office regularly.

***Key Qualifications and Skills:***

* Education: Master’s degree in social science or relevant field/ Medical Assistant/ Nurse
* Experience: Minimum of 3 years in a similar role, preferably in emergency or humanitarian settings.

***Additional Skills:***

* Excellent knowledge of clinical protocols, quality standards, and emergency response.
* Strong leadership and team management skills.
* Strong communication and interpersonal skills.
* Language: Proficiency in English and Bengali; knowledge of Rohingya or Chittagonian dialect is an asset.

***Key Values and Competencies:***

* Compassionate and respectful care for marginalized populations.
* Commitment to inclusiveness, integrity and excellence in service delivery.
* Adaptability and resilience in emergency response settings.

***Read Before Apply:***

Special Note: PHD maintain ZERO TOLERANCE towards discrimination, Sexual Exploitation and Abuse (PSEA) and any harm to Child. All employees are expected to abide by the code of conducts and Protection from Sexual Exploitation/GBV and Child Safeguarding Policy of PHD. Women are encouraged to apply and smokers are discouraged from applying. As such, our selection process includes rigorous background checks.

***Apply Procedure***

Only online application will be acceptable and interested candidates can apply online to [hr@phd-bd.com](mailto:hr@phd-bd.com) on or before 26 May 2025 with their CVs, a cover letter and a passport size photograph addressing to the Managing Director, Partners in Health and Development (PHD), House # SWD 12A, Road # 8, Gulshan-1, Dhaka 1212. Mention clearly the name of position in the mail. Only short-listed candidates will be called for interview.

This recruitment possesses equality of opportunity and non-discrimination for all job applicants. We seek to ensure diversity in our workforce regardless of gender, race, religious beliefs, nationality, ethnic/national origin, sexual orientation, age, marital status, and disability.