COUNTY GOVERNMENT OF MERU
DEPARTMENT OF HEALTH

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Meru Teaching and Referral Hospital
P.O. Box 8 – 60200
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Date 04/11/2026

1. PHYSIOTHERAPISTS – FOUR (4) POSTS

A. Job Description

Job Purpose

The Physiotherapist will provide physiotherapy and rehabilitation services to inpatients and outpatients at the Hospital. The officer will be responsible for assessing patients' physical functioning, developing and implementing appropriate treatment plans, monitoring rehabilitation outcomes, and supporting patients in achieving optimal functional independence. The officer will work under the guidance and supervision of a senior physiotherapy officer.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Screening, examining and assessing patients to identify physical impairments, functional limitations and rehabilitation needs.
2. Designing and implementing individualized physiotherapy treatment and rehabilitation plans based on patients' conditions and identified needs.
3. Providing appropriate physiotherapy interventions, including therapeutic exercises, mobility training, electrotherapy, manual therapy and other approved rehabilitation techniques.
4. Monitoring and evaluating patients' progress and modifying treatment plans, making appropriate referrals or recommending discharge from physiotherapy services where necessary.
5. Verifying, maintaining and updating patient records, including assessment findings, treatment plans, progress notes and rehabilitation outcomes.
6. Preparing and maintaining accurate patient case notes, daily service statistics and other clinical records.
7. Collecting data for operational research, quality improvement initiatives and evidence-based practice.
8. Providing health education and counselling to patients, caregivers and the community on physiotherapy, rehabilitation, injury prevention and functional independence.
9. Participating in multidisciplinary healthcare teams to support comprehensive patient management.
10. Preparing and submitting periodic reports on physiotherapy activities and service delivery.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in Physiotherapy or an equivalent qualification from a recognized institution.
2. Registration with the Physiotherapy Council of Kenya (PCK).
3. A valid practicing license issued by the Physiotherapy Council of Kenya.
4. Proficiency in computer applications.
5. A minimum of one (1) year relevant work experience

2. REGISTERED NURSES – TWENTY (20) POSTS

A. Job Description

Job Purpose

The Registered Nurse will provide comprehensive nursing care to patients in the Hospital through assessment, planning, implementation and evaluation of nursing interventions. The officer will promote patient safety, quality healthcare, health education and continuity of care in accordance with established nursing standards, clinical protocols and professional guidelines. The officer will work under the guidance and supervision of a senior nursing officer.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Assessing patients' health needs, planning and implementing appropriate nursing interventions, and evaluating patient outcomes.
2. Providing comprehensive nursing care to patients in inpatient and outpatient settings in accordance with established nursing standards and clinical protocols.
3. Providing appropriate healthcare services, including Integrated Management of Childhood Illnesses (IMCI), immunization, Prevention of Mother-to-Child Transmission (PMTCT), antenatal care, delivery services and other relevant reproductive and maternal health services.
4. Providing health education and counselling to patients, clients, caregivers and the community on identified health needs, disease prevention and health promotion.
5. Monitoring patients' conditions, identifying changes in their health status and initiating appropriate interventions, including timely referral or escalation of care.
6. Referring patients and clients appropriately for further investigation, specialized care or management.
7. Facilitating patient admission, transfer and discharge processes, including initiating discharge plans and providing appropriate patient and caregiver education.
8. Maintaining accurate, complete and up-to-date nursing records, including patient assessment findings, nursing interventions, treatment administration and patient outcomes.
9. Ensuring a clean, safe and therapeutic clinical environment through adherence to infection prevention and control measures, patient safety standards and established clinical procedures.
10. Collecting, compiling and submitting accurate nursing service data and statistics for reporting, monitoring and quality improvement.
11. Participating in multidisciplinary healthcare teams to support coordinated and effective patient care.
12. Preparing and submitting periodic reports on nursing activities and patient care.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in any of the following disciplines: Kenya Registered Community Health Nursing, Kenya Registered Nursing, Kenya Registered Midwifery, Kenya Registered Nursing/Midwifery, or Kenya Registered Nursing/Mental Health and Psychiatry, or an equivalent qualification from a recognized institution.
2. A Registration Certificate issued by the Nursing Council of Kenya (NCK).
3. A valid practicing license issued by the Nursing Council of Kenya.
4. Proficiency in computer applications.
5. At least 1-year relevant work experience in nursing field is an added advantage

3. PATIENT PORTERS III – TEN (10) POSTS

A. Job Description

Job Purpose

The Patient Porter will facilitate the safe, timely and dignified movement of patients within the Hospital, including between wards, the Accident and Emergency Department, operating theatres, diagnostic departments and outpatient clinics. The officer will also provide basic patient support, maintain patient transport equipment in a clean and serviceable condition, and assist clinical teams in accordance with established procedures.
The officer will work under the direct supervision of a senior officer.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Safely transferring, lifting, positioning and transporting patients using appropriate techniques and equipment, including wheelchairs, stretchers and hospital beds.
2. Assisting immobile, frail or dependent patients with movement and transfer while maintaining their dignity, privacy and comfort.
3. Confirming patient identity using the established patient identification protocol before undertaking patient transportation.
4. Ensuring the safe and timely movement of patients between wards, operating theatres, the Accident and Emergency Department, diagnostic departments and outpatient clinics.
5. Monitoring patients during transportation and promptly reporting any discomfort, deterioration in condition, safety concerns or other incidents to the responsible clinical staff.
6. Cleaning, disinfecting and maintaining patient transport equipment in accordance with infection prevention and control guidelines.
7. Ensuring the availability and readiness of patient support equipment, including wheelchairs, stretchers, portable oxygen equipment and other designated patient transport accessories.
8. Assisting with routine cleaning of designated clinical areas and ensuring proper disposal and segregation of waste in accordance with infection prevention and control guidelines.
9. Assisting clinical teams with basic non-clinical patient support activities within the scope of the officer's training and assigned duties.
10. Safeguarding patient valuables and ensuring that any items entrusted to the officer are handled and handed over in accordance with established Hospital procedures.
11. Promptly reporting faulty patient-porting equipment, maintenance requirements, shortages and any other challenges affecting service delivery to the responsible supervisor for

appropriate action.Maintaining confidentiality of patient information and observing Hospital policies, procedures and professional conduct requirements.

B. Requirements for Appointment

For appointment to the position of Patient Porter III, a candidate must have:

1. A Certificate in any of the following fields: Patient Care, Nursing Assistant, Health Care Assistant, Home-Based Care, First Aid or any other relevant healthcare support course from a recognized institution.
2. A Kenya Certificate of Secondary Education (KCSE) mean grade of D (Plain) or its equivalent qualification from a recognized institution.
3. Proficiency in computer applications.
4. Good communication and interpersonal skills.
5. Ability to work effectively in a team and handle patients with compassion, dignity and respect.
6. Physical fitness and ability to undertake patient handling, movement and transportation duties safely.
7. Previous relevant experience in a clinical environment is an added advantage.

4. EMERGENCY MEDICAL TECHNICIANS – SIX (6) POSTS

A. Job Description

Job Purpose

The Emergency Medical Technician will provide basic emergency medical care, assist in the assessment and stabilization of patients, and facilitate safe and timely transportation of emergency patients within and outside the Hospital. The officer will support emergency response operations, maintain emergency medical equipment and supplies, and work collaboratively with clinical teams to ensure effective and timely patient care.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Responding promptly to emergency calls and assisting in the provision of pre-hospital and emergency medical care.
2. Assisting in the assessment of emergency patients, including obtaining and recording vital signs and identifying immediate patient care needs.
3. Providing basic life support, including cardiopulmonary resuscitation (CPR), use of an automated external defibrillator (AED), basic airway support and other emergency interventions within the officer's training and authorized scope of practice.
4. Assisting in the stabilization of patients experiencing medical emergencies, trauma, respiratory distress, shock and other acute conditions.
5. Administering oxygen, assisting with prescribed medications and performing other authorized emergency interventions in accordance with established clinical protocols and the officer's scope of practice.
6. Safely lifting, positioning, securing and transferring patients using appropriate equipment, including stretchers, wheelchairs and ambulance transport systems.
7. Facilitating safe and timely transportation of patients to designated healthcare facilities and providing appropriate care and monitoring during transit.
8. Assisting in the operation of ambulance and emergency response equipment in accordance with established safety procedures and applicable regulations.
9. Monitoring patients during emergency care and transportation, identifying changes in their condition and promptly communicating such changes to the responsible clinical team.
10. Communicating effectively with emergency response teams, patients, caregivers and receiving healthcare facilities to facilitate continuity of care.
11. Maintaining accurate patient care records, including emergency assessments, interventions provided, vital signs, patient handover details and transportation records.
12. Cleaning, disinfecting, checking and replenishing emergency medical equipment, ambulance supplies and other designated emergency response resources.
13. Ensuring the readiness and availability of emergency equipment and supplies and reporting shortages, faults or maintenance needs to the responsible supervisor.
14. Participating in emergency drills, quality improvement activities and other capacity-building initiatives aimed at strengthening emergency response services.
15. Preparing and submitting periodic reports on emergency response activities and patient care services.
16. Observing patient confidentiality, infection prevention and control measures, occupational safety requirements and established Hospital procedures.

B. Requirements for Appointment

For appointment to this position, a candidate should have:

1. A Certificate in Emergency Medical Technology, Emergency Medical Services or an equivalent qualification from a recognized institution.
2. A Kenya Certificate of Secondary Education (KCSE) mean grade of D (Plain) or its equivalent qualification from a recognized institution.
3. A valid Emergency Medical Technician certification or other relevant professional certification recognized in Kenya.
4. A valid Basic Life Support (BLS) certificate from a recognized training institution.
5. Proficiency in computer applications.
6. A valid driving license appropriate for the operation of an ambulance, where the position requires ambulance driving, will be an added advantage.

5. HOUSEKEEPERS – TEN (10) POSTS

A. Job Description

Job Purpose

The Housekeeper will maintain a clean, hygienic, orderly and safe environment within the Hospital. The officer will undertake routine cleaning, housekeeping and laundry duties in designated areas, ensure proper use and storage of cleaning equipment and materials, and adhere to established infection prevention and control, occupational safety and hospitality standards.
The officer will work under the supervision of a designated senior officer.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Implementing Hospital housekeeping, hospitality and environmental hygiene policies, guidelines and standards.
2. Undertaking routine cleaning and maintenance of designated hospital areas, including offices, wards, corridors, waiting areas, washrooms and other assigned spaces.
3. Cleaning and disinfecting surfaces, furniture, floors, fixtures and other designated areas in accordance with established cleaning schedules and infection prevention and control guidelines.
4. Ensuring proper segregation, handling and disposal of waste in accordance with Hospital waste management procedures.
5. Monitoring the availability of cleaning materials and supplies and reporting shortages to the responsible supervisor.
6. Using cleaning equipment, tools and materials appropriately and ensuring that they are cleaned, maintained and safely stored after use.
7. Undertaking laundry duties, including sorting, collecting, washing, drying, ironing, folding and properly storing clothing, linen and other designated fabrics.
8. Ensuring that clean linen and clothing are handled, stored and distributed in a manner that prevents contamination.
9. Identifying and promptly reporting maintenance issues, damaged equipment, safety hazards and other defects within assigned areas.
10. Observing occupational health and safety requirements, including the appropriate use of personal protective equipment and safe handling of cleaning chemicals.

11. Maintaining housekeeping records, including cleaning schedules, linen records and other assigned documentation.
12. Ensuring that housekeeping activities are undertaken with due regard to patient privacy, dignity, comfort and uninterrupted delivery of healthcare services.
13. Preparing and submitting reports on housekeeping activities, supply requirements and challenges affecting service delivery.
14. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Kenya Certificate of Secondary Education (KCSE) mean grade of D (Plain) or its equivalent from a recognized institution.
2. At least one (1) year of relevant work experience in a comparable position will be an added advantage.
3. Proficiency in computer applications is an added advantage.
4. Ability to undertake cleaning tasks involving bending, reaching, lifting, pushing, standing and movement within the assigned work areas.

6. WAITERS (KITCHEN ATTENDANTS) – FOUR (4) POSTS

A. Job Description

Job Purpose

The Waiter will support the effective delivery of catering services by serving food and beverages to patients, staff and other authorized persons, setting and clearing tables, maintaining cleanliness and hygiene in dining and serving areas, and ensuring timely, courteous and professional service. The officer will observe food safety, sanitation, customer care and occupational health and safety standards in the performance of assigned duties. The officer will work under the supervision of a designated senior catering or kitchen officer.

Duties and Responsibilities

Duties and responsibilities at this level will entail: -

(i) Implementing guidelines, strategies and policies in hospitality;
(ii) Taking accurate food and drinks orders using a Point of Service software, order slips;
(iii) Ensuring correct service orders to the right client;
(iv) Serving food and drinks as per the order;
(v) Delivering food from the kitchen to the service areas;
(vi) Preparing tables for serving meals by cleaning, placing silverware, glassware and other table accoutrements;
(vii) Offering menu recommendations upon request;
(viii) Collecting the dishes after eating and properly disposing off kitchen refuse and food debris;
(ix) Wiping and removing debris from the serving areas;
(x) Monitoring and addressing customer needs;

(xi) Monitoring food levels in course of service; and
(xii) Maintaining work service area and equipment.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. At least one (1) years of relevant work experience as a Kitchen Attendant or in a comparable position.
2. Certificate in Food and Beverage Service & Sales, Hospitality, Banqueting and Events or a related qualification from a recognized institution;
3. Valid Food Handlers Medical Certificate; and
4. Proficiency in computer applications.

7. SECURITY GUARDS – TWELVE (12) POSTS

A. Job Description

Job Purpose

The Security Guard will support the maintenance of a safe and secure environment within the Hospital by supervising security operations, coordinating the deployment of security personnel, monitoring compliance with security procedures, and responding to security incidents and emergencies. The officer will safeguard patients, staff, visitors, Hospital property and other assets while promoting professional conduct and customer service among security personnel.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Security operations within assigned areas of the Hospital to ensure the safety and security of patients, staff, visitors and Hospital property.
2. Coordinating the deployment, allocation and movement of security guards to designated posts in accordance with approved duty rosters and operational requirements.
3. Monitoring the attendance, discipline, performance and conduct of security personnel under supervision.
4. Ensuring compliance with established security procedures, access control measures, post orders and other Hospital security guidelines.
5. Monitoring the screening and identification of patients, visitors, staff, contractors and other persons accessing Hospital premises in accordance with established procedures.
6. Conducting routine security patrols and inspections to identify security risks, suspicious activities, unauthorized access and other potential threats.
7. Coordinating responses to security incidents, emergencies, disturbances and other situations requiring immediate security intervention.
8. Participating in emergency preparedness activities, including fire drills, evacuation exercises, disaster response and other Hospital safety initiatives.
9. Ensuring proper maintenance of security records, including occurrence books, incident reports, duty rosters, visitors' records and other relevant documentation.
10. Assisting in the investigation of security incidents, loss of property, theft, unauthorized access and other security-related matters.
11. Reporting security incidents, operational challenges, equipment faults and emerging risks to the responsible supervisor.

12. Promoting professional conduct, integrity, confidentiality, discipline and customer care among security personnel.
13. Liaising with relevant Hospital departments and authorized security agencies on matters relating to security operations and incident management.
14. Preparing and submitting routine security reports and recommendations for improvement of security services.
15. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. Kenya Certificate of Secondary Education (KCSE) mean grade D (Plain) or equivalent qualification;
2. Good conduct and integrity;
3. Physical and mental fitness; and
4. Proficiency in computer applications shall be an added advantage.
6. Training at the National Youth Service (NYS) or Meru Youth Service (MYS) shall be an added advantage.
7. At least one (1) years of relevant work experience as a security guard or in a comparable position will be an added advantage.
8. Valid Certificate of Good Conduct.
9. Knowledge of access control, security screening, incident reporting and basic security communication systems will be an added advantage
10. Good communication and interpersonal skills.

8. CUSTOMER CARE OFFICERS – TWO (2) POSTS

A. Job Description

Job Purpose

The Customer Care Officer will serve as a first point of contact for patients, clients, visitors and other stakeholders seeking services at the Hospital. The officer will provide professional reception and customer care services, respond to enquiries, facilitate the flow of visitors and correspondence, and support the resolution and referral of customer complaints. The officer will promote a positive patient experience through courteous, timely and accurate communication and service delivery.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Receiving, welcoming and attending to patients, visitors, clients and other stakeholders in a courteous, professional and customer-focused manner.
2. Verifying visitors' identification documents and facilitating access to designated areas in accordance with Hospital procedures.
3. Maintaining accurate and up-to-date visitors' registers and other reception records.
4. Managing front-office operations, including receiving visitors, responding to enquiries and ensuring an orderly reception environment.

5. Providing accurate information on Hospital services, departments, operating procedures and service points.
6. Directing and guiding patients, visitors and clients to the appropriate departments or service points.
7. Receiving, recording, sorting and dispatching hand-delivered correspondence to the relevant offices and maintaining appropriate records.
8. Receiving telephone calls, operating the Hospital's pilot lines and switchboard facilities, directing calls to the appropriate offices and reporting any faults affecting their functionality.
9. Receiving, documenting and referring customer enquiries, complaints, compliments and feedback to the relevant departments for action.
10. Following up on referred enquiries and complaints, where necessary, to facilitate timely feedback to customers in accordance with established procedures.
11. Capturing and maintaining data relating to scheduled corporate events, official visits, conferences, seminars and workshops.
12. Registering participants and providing reception support during conferences, official visits, seminars, workshops and other Hospital events.
13. Distributing approved hard-copy and digital corporate publications, notices and other communication materials to relevant stakeholders.
14. Maintaining accurate records of customer interactions, enquiries, complaints and feedback to support reporting and service improvement.
15. Observing patient confidentiality, data protection requirements and established Hospital customer care standards.
16. Preparing and submitting periodic reports on customer care activities, enquiries, complaints and other assigned responsibilities.
17. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in any of the following disciplines: Customer Service, Customer Care, Public Relations, International Relations and Diplomacy, Communication Management, Marketing, Event Management, Front Office Operations or an equivalent qualification from a recognized and accredited institution.
2. Proficiency in computer applications.
3. Excellent verbal and written communication skills.
4. Strong interpersonal and customer service skills.
5. Ability to handle enquiries and complaints professionally, patiently and empathetically.
6. Good organizational skills and attention to detail.
7. Ability to work effectively under pressure and manage multiple enquiries.
8. High standards of integrity, confidentiality and professionalism.

9. JUNIOR CLERKS (CASHIERS) – EIGHT (8) POSTS

A. Job Description

Job Purpose

The Cashier will be responsible for receiving and processing payments for Hospital services, issuing official receipts, maintaining accurate records of financial transactions, and ensuring the safe custody

and accountability of cash and other forms of payment received. The officer will support efficient revenue collection and reconciliation in accordance with the Hospital's approved financial procedures, revenue management policies and applicable public finance regulations.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Receiving payments from patients, clients and other service users for Hospital services, including consultation, treatment, laboratory investigations, pharmacy, admission, procedures and other approved charges.
2. Verifying bills, invoices and payment details before receiving payments and processing transactions.
3. Issuing official receipts for all payments received in accordance with the Hospital's approved revenue collection procedures.
4. Receiving and processing payments through approved channels, including cash, electronic payments, mobile money, bank payments and other authorized payment platforms.
5. Maintaining accurate records of all financial transactions and ensuring that payments are properly captured in the Hospital's revenue management systems.
6. Reconciling daily collections against receipts issued, system records and other payment documentation.
7. Preparing and submitting daily collection summaries, cash reconciliation statements and other revenue reports to the designated supervisor.
8. Ensuring the safe custody of cash, receipt books, payment records and other financial documents entrusted to the officer.
9. Preparing cash and other collections for handover or banking in accordance with established financial procedures.
10. Identifying and reporting discrepancies, cancelled transactions, duplicate payments, system errors and other irregularities affecting revenue collection.
11. Responding to payment-related enquiries from patients and clients and providing appropriate guidance on approved Hospital payment procedures.
12. Maintaining confidentiality of patient and financial information and ensuring that payment records are handled securely.
13. Ensuring that the cashiering workstation and related equipment are properly maintained and that any faults affecting service delivery are promptly reported.
14. Adhering to established internal controls, revenue management procedures, occupational safety requirements and ethical standards.
15. Performing any other relevant duties as may be assigned by the supervisor.

B. Proposed Requirements for Appointment

For appointment to this position, a candidate should have:

1. A Diploma in any of the following disciplines: Accounting, Finance, Business Administration, Business Management, Banking and Finance, or an equivalent qualification from a recognized institution.
2. Proficiency in computer applications.
3. Good numerical, communication and interpersonal skills.
4. Poses ability to handle financial transactions responsibly, integrity, accuracy and attention to detail.

The following will be an added advantage:

1. Relevant experience as a cashier, revenue collection or financial transactions.
2. Experience using computerized financial, billing or revenue management systems.
3. Knowledge of public sector financial procedures and internal controls.
4. Training in accounting packages or computerized financial management systems.

10. PHARMACEUTICAL TECHNOLOGISTS – THREE (3) POSTS

A. Job Description

Job Purpose

The Pharmaceutical Technologist will provide pharmaceutical services through the receipt, interpretation, processing and dispensing of prescriptions, preparation and packaging of medicines, patient counselling, and maintenance of pharmaceutical records. The officer will support the safe, effective and rational use of medicines and ensure proper management of pharmaceutical products in accordance with applicable laws, professional standards and Hospital procedures.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Receiving, interpreting, screening and processing prescriptions to ensure accuracy, completeness and appropriateness before dispensing.
2. Dispensing prescribed medicines to patients in accordance with approved prescriptions, professional standards and established pharmacy procedures.
3. Providing patients and caregivers with appropriate counselling on the correct use of medicines, including dosage, frequency, route of administration, duration of treatment, possible side effects and storage requirements.
4. Identifying and reporting potential medication errors, drug interactions, contraindications, adverse drug reactions and other medicine-related concerns to the supervising pharmacist or designated senior officer.
5. Pre-packing, repacking, labelling and preparing medicines in accordance with established pharmaceutical procedures and requirements.
6. Assisting in the preparation, compounding and reconstitution of medicines within the officer's training, competence and authorized scope of practice.
7. Receiving, recording and maintaining prescriptions, dispensing records, drug registers and other relevant pharmaceutical documentation.
8. Monitoring the availability and consumption of pharmaceutical products and maintaining accurate stock records.
9. Participating in routine stock-taking of medicines and medical devices, including monthly stock verification and reconciliation.
10. Monitoring expiry dates, storage conditions and stock rotation of pharmaceutical products to ensure quality and minimize wastage.
11. Ensuring proper storage of medicines, including temperature monitoring and maintenance of cold-chain products where applicable.
12. Supporting the identification and reporting of expired, damaged, deteriorated or otherwise unsuitable pharmaceutical products in accordance with established procedures.
13. Participating in pharmaceutical inventory management, including ordering, receiving, issuing and recording of medicines and medical devices as assigned.
14. Maintaining cleanliness, orderliness and appropriate environmental conditions within the pharmacy unit.

15. Participating in patient safety, pharmacovigilance, quality improvement and other pharmaceutical service initiatives.
16. Consulting the supervising pharmacist or designated senior officer on complex prescriptions, medicine-related concerns and other issues requiring professional guidance.
17. Preparing and submitting periodic reports on pharmaceutical services, dispensing activities and stock management.
18. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in Pharmaceutical Technology or its equivalent qualification from a recognized institution approved by the Pharmacy and Poisons Board.
2. A Certificate of Enrolment as a Pharmaceutical Technologist issued by the Pharmacy and Poisons Board (PPB).
3. A valid practicing license issued by the Pharmacy and Poisons Board.
4. At least one (1) years of relevant work experience as a pharmaceutical technologist will be an added advantage.
5. Proficiency in computer applications.

11. HEALTH RECORDS ASSISTANTS – EIGHT (8) POSTS

A. Job Description

Job Purpose

The Health Records Assistant will support the management of patient health information by receiving, registering, capturing, organizing, storing, retrieving and maintaining accurate patient records. The officer will facilitate efficient patient registration, appointment scheduling, records management and data capture across Hospital service points while ensuring confidentiality, security and integrity of patient information.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Receiving, registering and documenting patient information in accordance with established Hospital procedures.
2. Registering patients and updating demographic and other relevant patient information in the Hospital's health records systems.
3. Booking, scheduling and confirming patient appointments in accordance with established procedures.
4. Creating, maintaining, filing, storing and retrieving patient health records and other medical documents.
5. Ensuring accurate identification, labelling, indexing and filing of patient records to facilitate timely retrieval.
6. Capturing patient data from clinical service points, including outpatient clinics, inpatient wards, diagnostic departments and other designated units.
7. Updating and editing patient records in accordance with approved procedures and ensuring that information is accurate, complete and properly documented.
8. Ensuring that patient records are available to authorized healthcare providers for continuity of care.

9. Maintaining appropriate records of files issued, retrieved, transferred and returned to designated locations.
10. Assisting in the preparation, compilation and submission of routine health records and service statistics.
11. Supporting the implementation and use of electronic health records systems and other approved Hospital information management platforms.
12. Identifying and reporting missing, incomplete, duplicate or inconsistent patient records and data to the responsible supervisor.
13. Ensuring confidentiality, privacy and security of patient information in accordance with applicable laws, regulations and Hospital procedures.
14. Observing established procedures for the release, transfer and access of patient records by authorized persons.
15. Maintaining cleanliness, orderliness and proper arrangement of health records storage areas.
16. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in Health Records and Information Technology or an equivalent qualification from a recognized institution.
2. Registration with the Health Records and Information Managers Board (HRIMB).
3. A valid practicing license issued by the Health Records and Information Managers Board, where applicable.
4. Proficiency in computer applications.

12. ICT OFFICER – ONE (1) POST

A. Job Description

Job Purpose

The ICT Officer will support the implementation, maintenance and improvement of the Hospital's information and communication technology systems, infrastructure and services. The officer will provide technical support to users, maintain ICT hardware and software, support network administration and cybersecurity, and facilitate system integration, data management and digital transformation initiatives to ensure reliable and secure ICT services.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Implementing ICT policies, strategies, regulations, standards, guidelines and procedures in accordance with the Hospital's ICT framework.
2. Installing, configuring, testing and maintaining computer hardware, software, operating systems and other ICT equipment.
3. Supporting the installation, configuration and maintenance of network infrastructure, including Local Area Networks (LANs), Wide Area Networks (WANs), wireless networks and associated equipment.
4. Installing and implementing approved hardware and software upgrades to enhance ICT system performance, reliability and security.

5. Providing technical support to end users by diagnosing and resolving hardware, software, network and system-related problems.
6. Supporting the implementation, maintenance and monitoring of ICT network architecture and infrastructure solutions.
7. Implementing approved cybersecurity controls, monitoring system vulnerabilities and supporting incident detection, response and resolution.
8. Supporting strategic ICT planning, implementation and digital transformation initiatives within the Hospital.
9. Conducting system performance monitoring, analysis and optimization to ensure reliable and efficient ICT service delivery.
10. Supporting system integration, data migration and interoperability initiatives involving Hospital information systems and other approved platforms.
11. Supporting the implementation, maintenance and troubleshooting of Hospital Management Information Systems, Electronic Health Records and other approved digital health platforms.
12. Supporting data backup, recovery, access control and system continuity procedures in accordance with established ICT policies.
13. Maintaining accurate records of ICT assets, software installations, user accounts, support requests, system faults and maintenance activities.
14. Assisting in the development and implementation of ICT standards, technical specifications and user support procedures.
15. Researching and evaluating emerging technologies and recommending appropriate solutions to improve Hospital service delivery.
16. Supporting ICT user training, awareness and capacity-building initiatives.
17. Preparing and submitting periodic reports on ICT operations, system performance, user support and other assigned activities.
18. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A diploma in any of the following disciplines: Information Communication Technology, Computer Science, Software Engineering, ICT Project Management, Computer Engineering, Information Systems, Business Management and Information Technology, or an equivalent qualification from a recognized and accredited institution.
2. Proficiency in computer applications.

13. CLINICAL OFFICERS – SIX (6) POSTS

A. Job Description

Job Purpose

The Clinical Officer will provide clinical services through patient assessment, diagnosis, treatment and follow-up of common medical conditions in outpatient and inpatient settings. The officer will support preventive and promotive healthcare, undertake minor procedures within the scope of professional training and competence, participate in multidisciplinary patient management, and facilitate appropriate referral of patients requiring specialized care.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Taking comprehensive patient histories, conducting physical examinations and assessing patients presenting with common medical conditions.
2. Diagnosing and managing common medical conditions in outpatient and inpatient settings in accordance with approved clinical guidelines and the officer's scope of practice.
3. Requesting and interpreting appropriate laboratory and diagnostic investigations to support patient diagnosis and management.
4. Prescribing and administering treatment within the officer's authorized scope of practice and established clinical protocols.
5. Monitoring patients' progress, reviewing treatment outcomes and initiating appropriate follow-up, referral or escalation of care.
6. Performing minor surgical and other clinical procedures in accordance with professional training, competence and established clinical guidelines.
7. Providing emergency assessment and initial management of patients requiring urgent medical attention and facilitating appropriate referral or escalation.
8. Guiding and counselling patients, clients, caregivers and staff on health-related matters.
9. Sensitizing patients and clients on preventive and promotive health, including disease prevention, healthy lifestyles and adherence to prescribed treatment.
10. Implementing community healthcare activities in liaison with other healthcare workers and relevant stakeholders.
11. Participating in multidisciplinary healthcare teams to support comprehensive and coordinated patient management.
12. Referring patients and clients to appropriate healthcare facilities or specialized services where necessary.
13. Maintaining accurate and complete clinical records, including patient histories, examination findings, diagnoses, treatment plans, procedures and outcomes.
14. Collecting, compiling and submitting clinical data and service statistics for reporting, monitoring and quality improvement.
15. Participating in clinical audits, quality improvement initiatives and other activities aimed at improving patient care.
16. Observing professional ethics, patient confidentiality, infection prevention and control measures and established Hospital procedures.
17. Preparing and submitting periodic reports on clinical activities and patient management.
18. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in Clinical Medicine and Surgery or Clinical Medicine and Community Health from a recognized institution.
2. A Certificate of Registration issued by the Clinical Officers Council (COC).
3. A valid practicing license issued by the Clinical Officers Council.
4. A Certificate in Computer Applications Skills from a recognized institution.

14. MEDICAL LABORATORY TECHNOLOGISTS – THREE (3) POSTS

A. Job Description

Job Purpose

The Medical Laboratory Technologist will support the diagnosis, treatment and monitoring of diseases through the collection, receipt, processing, analysis and reporting of laboratory specimens. The officer will undertake routine laboratory investigations, maintain quality standards, ensure proper handling of specimens and laboratory equipment, and support the safe and timely delivery of laboratory services in accordance with established laboratory procedures and professional standards.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Implementing medical laboratory policies, standards, guidelines, procedures and programmes in accordance with established laboratory requirements.
2. Decontaminating and disinfecting laboratory workbenches, equipment and designated work areas in accordance with infection prevention and control guidelines.
3. Receiving and scrutinizing laboratory requisition forms and specimens to ensure that they meet established requirements for identification, collection, labelling, handling and processing.
4. Preparing patients and clients for specimen collection and providing appropriate instructions on specimen collection procedures.
5. Receiving, collecting, labelling, registering and documenting specimens in accordance with established laboratory procedures.
6. Sorting, allocating and transferring specimens to the appropriate laboratory sections for processing and analysis.
7. Preparing, standardizing and maintaining laboratory reagents, stains, media and other materials required for laboratory investigations.
8. Performing routine laboratory investigations and examining specimens in accordance with approved standard operating procedures.
9. Conducting appropriate quality control procedures to ensure the accuracy, reliability and validity of laboratory results.
10. Recording, verifying and documenting laboratory findings and results in accordance with established procedures.
11. Dispatching laboratory results to authorized healthcare providers for clinical management within the required turnaround times.
12. Identifying and reporting unsuitable specimens, equipment faults, reagent shortages, quality control failures and other issues affecting laboratory service delivery.
13. Participating in the preparation, processing, storage and issuance of blood and blood products in accordance with approved procedures and the officer's scope of practice.
14. Ensuring proper storage, handling and monitoring of blood products and other laboratory materials under the required conditions.
15. Maintaining accurate laboratory records, registers, inventory records, quality control documentation and other assigned records.
16. Participating in laboratory stock-taking, monitoring reagent consumption and reporting shortages or expired materials.

17. Observing laboratory biosafety, biosecurity, infection prevention and control, waste management and occupational health and safety requirements.
18. Participating in quality assurance, laboratory audits, continuous improvement initiatives and other activities aimed at improving laboratory services.
19. Collecting, compiling and submitting laboratory data and periodic reports.
20. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in Medical Laboratory Sciences or an equivalent qualification from a recognized institution.
2. A Registration Certificate issued by the Kenya Medical Laboratory Technicians and Technologists Board (KMLTTB).
3. A valid practicing license issued by the Kenya Medical Laboratory Technicians and Technologists Board.
4. Proficiency in computer applications.

15. COMMUNICATION OFFICER – ONE (1) POST

A. Job Description

Job Purpose

The Communication Officer will support the development and implementation of the Hospital's communication, public relations and stakeholder engagement initiatives. The officer will be responsible for creating and disseminating institutional content, managing digital communication platforms, documenting Hospital activities through photography and videography, producing and editing multimedia content, and promoting the Hospital's corporate image, visibility and public engagement.

The officer will work under the guidance and supervision of a designated senior officer.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Supporting the development, implementation and review of corporate communication policies, strategies, guidelines and procedures.
2. Developing and producing communication content, including news articles, press releases, feature stories, institutional profiles, newsletters, brochures, posters and other corporate publications.
3. Taking professional photographs and recording video footage of Hospital activities, events, projects, clinical innovations and other institutional engagements for documentation and communication purposes.
4. Editing photographs and video footage, producing short videos, documentaries, promotional materials and other multimedia content for institutional communication and public awareness.
5. Designing and developing visual communication materials, including posters, banners, infographics, digital graphics and other branded materials.
6. Managing and regularly updating the Hospital website and approved digital communication platforms with accurate, relevant and timely information.

7. Supporting the management of the Hospital's social media platforms through content development, scheduling, publishing and monitoring public engagement.
8. Coordinating internal communication activities to facilitate timely dissemination of information to staff and other internal stakeholders.
9. Supporting the management of the Citizens' Service Delivery Contact Centre by receiving, documenting, responding to and referring public enquiries to the relevant departments.
10. Receiving, documenting, processing and following up on public complaints, compliments and feedback in collaboration with the relevant departments.
11. Supporting media relations and stakeholder engagement activities, including preparation of media briefs, communication materials and responses to public enquiries, as guided by the supervisor.
12. Supporting the planning, coordination and documentation of Hospital events, including conferences, seminars, workshops, official visits, public functions and stakeholder engagements.
13. Assisting in disseminating public information, health education messages and institutional updates to patients, communities, stakeholders and the general public.
14. Supporting the implementation of corporate social responsibility, community outreach, public awareness and institutional visibility programmes.
15. Monitoring media coverage and public sentiment relating to the Hospital and bringing emerging communication issues to the attention of the supervisor.
16. Ensuring consistency in the use of the Hospital's corporate identity, branding standards and approved communication materials.
17. Maintaining an organized digital archive of photographs, videos, publications, media coverage and other institutional communication materials.
18. Preparing and submitting periodic reports on corporate communication activities, media engagement, digital platform performance and public feedback.
19. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A Diploma in any of the following disciplines: Communication Studies, Mass Communication, Journalism, Public Relations, Information Science, International Relations, Media Studies, Corporate Communication, Social Sciences or an equivalent qualification from a recognized and accredited institution.
2. Proficiency in computer applications.
3. Certification or training in any of the following areas:
    i. Photography and videography;
    ii. Video production and editing;
    iii. Graphic design and digital content creation;
    iv. Social media and digital marketing;
    v. Multimedia production and visual communication.

4. Practical experience in operating professional cameras, video recording equipment, lighting and audio equipment.
5. Demonstrated competence in using multimedia editing and graphic design software, such as Adobe Premiere Pro, Adobe Photoshop, Adobe Illustrator, Canva or equivalent applications.

6. A portfolio demonstrating previous work in photography, videography, video editing, graphic design or digital communication.

16. HUMAN RESOURCE CLERKS – TWO (2) POSTS

The officers may be deployed in any of the following departments or divisions: Human Resource Management, General Registry, or General Administrative Services.

A. Job Description

Job Purpose

The Human Resource Clerk will provide clerical, records management and administrative support to the department or section to which the officer is deployed. The officer will be responsible for processing and maintaining records, compiling statistical information, receiving and dispatching correspondence, updating registers, managing files and supporting routine administrative transactions to facilitate efficient service delivery. The officer will work under the guidance and supervision of a designated senior officer.

Duties and Responsibilities

The duties and responsibilities at this level will entail:

1. Compiling, updating and maintaining statistical records, returns and other administrative information.
2. Processing routine transactions relating to personnel information, staff records and other human resource documentation.
3. Preparing, receiving, sorting, filing, folioing and dispatching correspondence and maintaining appropriate records.
4. Receiving, recording, filing and retrieving applications, personnel documents, licensing records and other official correspondence.
5. Maintaining and updating physical and electronic files, registers, databases and other records in accordance with established procedures.
6. Controlling and documenting the movement of files and records and ensuring their safe custody and timely retrieval.
7. Preparing initial documentation for processing personnel transactions, including appointments, deployments, transfers, promotions, leave and other staff-related administrative actions, as assigned.
8. Assisting in the preparation and processing of monthly Pay Change Advices (PCAs) and other payroll-related documentation.
9. Receiving, sorting, recording and filing receipts, invoices, delivery documents and other administrative records.
10. Assisting in the preparation, filing and processing of pension claims and other retirement-related documentation.
11. Supporting the receipt, registration, processing and maintenance of documents relating to licences, permits and other administrative approvals, where applicable to the area of deployment.

12. Maintaining registers, including incoming and outgoing correspondence registers, movement registers, personnel records, stores registers and other assigned administrative records.
13. Supporting the collection, entry, validation and compilation of administrative data for reporting and decision-making.
14. Assisting in the preparation of routine reports, schedules, returns and other administrative documents.
15. Monitoring the availability of office supplies and reporting shortages and other administrative requirements to the responsible supervisor.
16. Observing confidentiality, records management, data protection and established office procedures in the handling of official information.
17. Performing any other relevant duties as may be assigned by the supervisor.

B. Requirements for Appointment

For appointment to this position, a candidate must have:

1. A cumulative period of one (1) year of relevant work experience in a comparable position in the public service or private sector is an added advantage.
2. Proficiency in computer applications.

The following will be an added advantage:

4. A certificate in any of the following areas:

   i. Data Analytics or Data Science;
   ii. Records Management and Information Management;
   iii. Human Resource Management;
   iv. Computerized Office Administration;
   v. Data Management and Reporting.

5. Knowledge and practical experience in electronic records management, database management, spreadsheet applications and other computerized office systems.

HOW TO APPLY

Interested and qualified candidates are invited to submit their applications, quoting the reference number of the position applied for on both the cover letter and the envelope. The application should include:

1. A cover letter detailing suitability for the position.
2. A detailed and updated Curriculum Vitae (CV).
3. Certified copies of academic and professional certificates.
4. Certified copy of the National Identity Card or passport.
5. Valid registration and practicing license from the relevant professional body (where applicable).

PLEASE NOTE:

1. Meru Teaching and Referral Hospital is an equal opportunity employer. Persons with Disabilities, youth, women, and persons from minority and marginalized communities are encouraged to apply.
2. The Hospital does not charge any fee at any stage of the recruitment process, nor does it require applicants to undergo any medical examination during the recruitment process.
3. Only shortlisted candidates will be notified.
4. Shortlisted candidates shall be required to produce their original academic and professional certificates and other relevant testimonials during the interview.
5. Only successful candidates shall be required to provide valid clearance certificates from the Kenya Revenue Authority (KRA), Directorate of Criminal Investigations (DCI), Ethics and Anti-Corruption Commission (EACC), Higher Education Loans Board (HELB), and Credit Reference Bureau (CRB).
6. It is a criminal offence to provide false information or forged documents in support of a job application.
7. Canvassing in any form shall lead to automatic disqualification.

SUBMISSION OF APPLICATIONS

1. Applications may be submitted either in hard copy, by hand delivery or post, or via email, addressed as follows:

   The Chief Executive Officer
   Meru Teaching and Referral Hospital
   P.O. Box 8–60200
   Meru, Kenya.

2. Applications may also be submitted via email to: hr@metrh.or.ke
3. Applications should reach the Chief Executive Officer on or before **25th November, 2026 at 5.00 p.m.**
4. A detailed job description and the requirements for each position are available on the Hospital's official website: www.metrh.or.ke.