



## **EXCITING OPPORTUNITY**

Over the past 100 years, AIC Kijabe Hospital continues to provide **compassionate** and **quality** health care services. Anchored on the vision to “Be a God – glorifying and transformative leader in the provision of excellent healthcare and education in Africa, we recognize that a team of people with great **character**, **compassion** and excellent **skills** are our most valuable resource to our Patient care. To strengthen our team, we are seeking to fill the following position:

### **LAY PATIENT NAVIGATOR**

Reporting to the **QUALITY HEALTH AND SAFETY MANAGER**.

**Purpose:** To glorify God by ensuring that every patient arriving at AIC Kijabe Hospital is guided, reducing wasted time, anxiety, and miscommunication across the patient journey.

### **Job Duties and Responsibilities**

- Coordinate care for patients who are managed by multi-disciplinary teams to ensure actions are swiftly implemented
- Guide patients to and between different service points to reduce confusion and time wasted getting lost
- Monitor registration and waiting areas for congestion, provide patients with realistic wait-time expectations using the structured data available
- Serve as sources of real-time feedback to departmental heads and Quality Management before they require formal written complaints.
- Collect patient feedback across the institution

### **Applicants Qualifications, Experience, Competencies and Attributes**

- Diploma or Degree in Business Administration or equivalent
- Discretion and sound judgment when handling sensitive conversations or escalating complaints
- Problem solving & Innovative approach to challenges

### **How to Apply**

If you believe you are the ideal candidate and meet the specified criteria, we encourage you to take the next steps in the application process. Please begin by updating your profile and completing your application on our recruitment portal <https://recruit.kijabehospital.org> Your application should be submitted no later than **Wednesday, July 8, 2026**. Keep track of your application's progress in the portal on applied jobs.

We appreciate your interest in joining our team and look forward to reviewing your application.

**Please note due to the high volume of applicants, only shortlisted candidates will be contacted.**

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