

Vacancy Announcement

Job Title: Director of Business Operations

Reports to: Executive Leadership

Department: Clinical Operations

Location: Kigali - Rwanda

About the Company

EDPU Africa CBC was established in Rwanda as a Community Benefits Company with a transformative mission: to promote universal access to the early detection and prevention of Non-Communicable Diseases (NCDs) in Rwanda, with plans to expand across Africa. By leveraging Artificial Intelligence-supported detection and treatment modules, EDPU Africa aims to revolutionize healthcare delivery, making it more accessible, efficient, and proactive in addressing NCDs. This innovative approach holds the potential to significantly reduce the burden of these diseases, ensuring that early detection and effective intervention become the standard, not the exception, throughout the continent.

Job Summary

The Director of Business Operations will lead and optimize EDPU Africa's healthcare delivery systems with a primary focus on non-communicable disease (NCD) screening services. This role ensures high-quality, efficient, and compliant operations across multiple sites, while supporting the organization's strategic growth. The ideal candidate brings a strong background in healthcare operations, deep familiarity with preventive and diagnostic care, and the leadership skills to manage cross-functional teams and partnerships.

Key Responsibilities

Operational Leadership & Strategy

- Develop and execute operational strategies to support scalable, high-quality NCD screening services.
- Ensure a seamless end-to-end patient experience—from appointment scheduling through diagnosis and follow-up.
- Align operational goals with the organization's long-term vision and expansion plans in Rwanda and beyond.

Process Optimization & Performance Management

- Oversee the design and improvement of operational workflows, ensuring efficiency in patient flow, diagnostics, and reporting.
- Define and monitor performance metrics (e.g., patient turnaround times, screening accuracy, customer satisfaction).
- Lead continuous improvement initiatives using best-practice methodologies (e.g., Lean, Six Sigma).

Financial & Resource Management

- Manage departmental budgets, ensure cost-efficiency, and drive revenue growth through operational optimization.
- Oversee procurement, inventory, and resource allocation for medical supplies and screening infrastructure.
- Monitor financial performance, forecast trends, and provide insights for strategic decision-making.

Compliance, Quality, & Risk Management

- Ensure adherence to local and international healthcare regulations and data protection standards.
- Develop and implement quality assurance systems and risk mitigation plans.
- Keep the organization informed of changes in regulatory requirements and emerging industry standards.

Team Leadership & Stakeholder Engagement

- Supervise and mentor clinic managers, administrative teams, and operational staff.
- Build a high-performance culture centered on accountability, service excellence, and patient care.
- Collaborate with medical teams, business units, insurance companies, and external partners to optimize service delivery and patient outcomes.

Qualifications & Skills:

- Education: Bachelor's or master's degree in healthcare administration, Business Management, or a related field.
- Experience: 7+ years in healthcare operations, preferably in diagnostic services, preventive care, or NCD management.
- Leadership: Proven track record in leading multi-site healthcare operations and teams.
- Financial Acumen: Experience managing budgets, cost control, and revenue optimization.
- Compliance & Quality: Knowledge of healthcare regulations (e.g., HIPAA, GDPR, CQC, JCI, or equivalent).
- Technology Proficiency: Familiarity with electronic medical records (EMR), healthcare analytics, and telehealth platforms.
- Problem-Solving: Strong analytical skills to optimize workflows and improve operational efficiency.

Working Conditions

- EDPU Africa | Kigali, Rwanda
- Frequent travels across the country
- Available to work outside of normal business hours, as may be needed
- Exposure to a large number of frequently conflicting demands on a daily basis;
- Frequently dealing with emergencies/working under pressure, sometime under stressful conditions and changing priorities.
- Frequent interruptions several times per day; and,
- Working with diverse personalities from several cultural backgrounds.

Why Join Us?

- Opportunity to make a significant impact on preventive healthcare and disease management.
- Work in a fast-growing healthcare sector with a mission to improve patient outcomes.
- Competitive salary, performance incentives, and career growth opportunities.

How to Apply:

EDPU Africa is an equal opportunity employer and welcomes applications from candidates of all backgrounds.

If you are a strategic thinker with a strong background in business operations and a passion for driving efficiency and innovation in the healthcare sector, we invite you to apply.

Please submit your **resume** and a **cover letter** outlining your qualifications and your motivation to contribute to our mission of transforming healthcare through digital solutions.

Application deadline: June 6th 2025. [Apply](#)