



Croix-Rouge Rwandaise Rwanda Red Cross

Organisme d'intérêt public
Auxiliaire des Pouvoirs Publics
B.P. 425 Kigali-Rwanda
E-mail: rrcs@redcross.org.rw
Website: www.rwandarecross.org

Job Description - Coordinator, Lifeline Emergency Medical Service and First Aid Training Center

The Rwanda Red Cross Society (RRC) is recruiting a Coordinator, Lifeline Emergency Medical Service and First Aid (Lifeline EMS & FA) Training Center, based at RRC Headquarters in Kacyiru - Gasabo District. The position is for one year, renewable and reports to the Lifeline EMS & First Aid Training Center Supervisor.

Main purpose

The Coordinator will lead the overall coordination, management, quality assurance, development and financial sustainability of Lifeline Emergency Medical Service and First Aid Services. The role combines medical service delivery staff supervision, quality assurance, marketing, business development, customer service, revenue generation, stakeholder coordination and reporting.

Key responsibilities

- 1. Emergency Medical Service(EMS) and First Aid (FA) Operations**
 - Oversee daily ambulance and pre-hospital emergency operation.
 - Supervise the coordinate of dispatch, emergency response teams and personnel.
 - Ensure compliance with EMS standards, protocols, Standard operating procedures (SOPs) and ethical requirements.
 - Manage complaints, incidents and correctives actions.
- 2. Quality Assurance**
 - Ensure safe, timely, professional and patient-centered services.
 - Monitor ambulance response times, staff performance, equipment and documentation.
 - Collect client feedback and continuously improve service quality.
- 3. Marketing & Business Development**
 - Develop and promote **annual ambulance subscription packages** for individuals, families, companies, schools, NGOs and institutions.
 - Build relationships with clients and develop service contracts.
 - Identify new products and revenue opportunities for Lifeline.
- 4. First Aid Training & Capacity Building**
 - Supervise the organization of commercial First Aid training for institutions, companies and the public.
 - Control the qualification of trainers and training packages.
 - Follow up the promotion and sales of First Aid kits and emergency preparedness materials.
- 5. Collaboration with RRC Youth Center Initiative at Sub-Regional Level (zones)**

Gira Umutima Utabara



11. Guidelines development;

- Assess and update available guidelines to ensure their relevance, completeness, and alignment with current operational needs and standards.
- Ensure that all guidelines are consistent with the priorities, objectives, and strategic directions of the Rwanda Red Cross Strategic Plan.
- Identify gaps and develop new guidelines for priority areas, including firefighting and water rescue.

Qualifications

The position requires:

- A Degree in General Medicine (Medical Doctor/Physician) from a recognized and accredited institution.
- At least 3 years of relevant medical experience, including pre-hospital emergency care and/or ambulance services.
- EMS coordination or management experience is an advantage.
- Training/certification in recognized pre-hospital emergency care.
- Knowledge of Rwanda healthcare regulations, EMS standards and emergency-care protocols.
- Strong leadership, communication, coordination, problem-solving and decision-making skills, including the ability to work under pressure.

Application

Candidates should submit:

- An application letter addressed to the Secretary General of the Rwanda Red Cross;
- Certified copies of academic and professional certificates;
- An updated CV; and a copy of ID
- Contact details of three professional referees.

Application deadline: 31 August 2026.

Done on: 19 August 2026

Karamaga Apollinaire,
Secretary General
Rwanda Red Cross Society

