

**ST. CATHERINE HEALTH SERVICES**  
**JOB SPECIFICATION & DESCRIPTION**  
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**JOB TITLE:** Chief Executive Officer (GMG/SEG1)

**DIVISION:** Linstead Hospital

**DEPARTMENT:** St. Catherine Health Services (Administration)

**ROLE AND FUNCTIONS OF JOB:**

- Reports to the Parish Manager, manages the institution in keeping with prevailing National, Regional and Parish Objectives, strategies and programmes and involves:
    - Implementing strategies and programs for sustaining and improving the health service delivery of the institutions.
    - Ensuring financial viability and growth of the hospital.
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**Educational Requirements:**

**(a) Specific Knowledge (however acquired) Required to Start:**

- Sound knowledge of financial and managerial accounting principles and practices and specifically, budget preparation and management techniques.
  - Sound knowledge of government legislation regulating the operations of the Ministry of Health and Regional Authority.
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**(b) Qualification and Experience:**

- Postgraduate qualifications in Business Administration/Public Sector Management.
- First Degree in Business Administration or equivalent qualifications

**PLUS**

- Five (5) years' experience at a senior management level.
- (c) Required Skills and Specialized Knowledge:**

- Sound forecasting and strategic planning skills.
- Excellent time management skills.
- Excellent negotiating skills.
- Well developed human relations skills.
- Ability to communicate effectively both orally and in writing.
- Ability to provide professional and effective leadership.

**(d) Special Conditions Associated with the Job:**

- Numerous critical deadlines.
- Frequent exposure to video display terminals.

**JOB DESCRIPTION**

**REPORTING RELATIONSHIPS**

<b>Supervision Received From:</b>	The Parish Manager
<b>Nature of Supervision Received:</b>	Periodic supervision with quarterly, half yearly or annual reviews based on specific objectives.

**Supervision Given To:**

**(a) Directly  
Departmental Heads**

- SMO
  - Matron
  - Operations
  - Accounting Clerk
  - Patient Affairs
- Secretary

**Nature of Supervision**

Occasional supervision to keep informed and to monitor effectiveness

Periodic supervision based on specific instructions and review of progress or results.

Periodic supervision to keep informed and to monitor effectiveness/accuracy.

**(b) Indirectly**

All other staff

Provides advice and direction where necessary.

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**Liaises With:**

**Internally:**

Parish Managers  
Hospital CEO's and Administrators  
Directors – Regional Health Authority  
Regional Director

**Externally:**

Permanent Secretary  
Chief Medical Officer  
Commercial Banks  
Government Agencies  
Clients/Patients  
Consultants  
NGO's, Private Sector Service Clubs  
Press

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**JOB DESCRIPTION**

**Responsibilities and Duties:**

1. As a member of the Parish Committee of the SERHA participate in the development of policies, goals and strategies for the Committee as per established guidelines of the South East Regional Health Authority.
2. Participates in the development of strategic plans to facilitate achievement of both short and long term corporate goals and objectives in consultation with the Management Team of the hospital, the Parish Manager and the Parish Committee.
3. Responsible for the general management of the Institution and the overall coordination of all functional areas of the organization on a day to day basis. This is in the context of normative standards and sound business principles:

- MIS
- Personnel
- Patient Affairs
- Operations

- Clinical Services

4. Ensures the sound implementation of approved strategic plans by evaluating prescribed control reports, financial statements and performance reports by functional areas with reference to budgets, and instituting corrective action as appropriate.
5. Ensures the Authorities policies and directives are adhered to in advising and making recommendations to the Committee for decisions on issues relating to the effective and efficient management of the service delivery at the hospital.
6. Responsible for administration of the Institution's operations including:
  - Ensuring optimum use of the Authority's resource and assets.
  - Maximizing fee collection and cost containment strategies and mechanisms in line with established budgetary targets.
  - Effective management of the imprest account against FAA Act dictates.
7. Collaborates with the Parish Manager and Parish Accountant to prepare final budget for the institution.
8. Organise the functions and operations of the hospital, agree service levels and standards and establish a formal means of accountability from those to whom duties have been delegated. Analyses and appraises the operations of the Institution and reports to the Parish Manager on the overall performance on a regular basis.
9. Ensures the proper utilization of the client referral system among institutions at all levels, emphasizing the concept of an integrated health care delivery system, while maintaining effective liaison/integration among the various departments (including medical departments) of the hospital as well as between hospitals and other health institutions to which they relate directly.
10. Ensures the implementation and periodic review of organizational structures and information systems, and the establishment of comprehensive procedures to govern same.
11. Ensures that the organisation's policies are clearly communicated and information on the Region is disseminated to staff on a timely basis.
12. Collaborates with the Parish Manager to establish and monitor a planning cycle for the development of human resource as it relates to staff welfare, performance appraisals, succession planning and training.
13. Develop and implement plans in consultation with staff of the Hospital, for the overall improvement in the service standards of the institutions on a client centered basis, creating and/or encouraging linkages with centres of excellence, health research centres, other leading hospitals and health institutions.

14. Be responsible for the establishment and maintenance of a quality assurance/continuous quality improvement programme involving all appropriate staff and including modernization and technological improvements of facilities.
  15. Ensure the implementation of an up-to-date **Patient's Charter**, including the investigation of complaints from patients and other members of the public and provision of requisite reports to the RHA.
  16. Ensure the implementation of programmes to safeguard the safety of patients, the public and staff on hospital premises including the provision of appropriate protection from occupational hazards and the investigation of accidents.
  17. Ensure the implementation and maintenance of preventative industrial relations programmes and practices which foster positive and responsive work environment for hospital staff, through their representatives (including Professional or Staff Associations and Trade Unions).
  18. Prepare specified periodic reports for submission to Parish Manager, Regional Director and the Hospitals' Management Committee as required or necessary.
  19. Ensure that recommendations/corrective actions required by audits and/or inspections of the hospital are effectively implemented and sustained.
  20. Provide and maintain an effective public relations programme for the hospital including dealing with enquires from the press in line with Ministry of Health's/RHA's policy.
  21. Maintain community linkages which support the institution's goals and health priorities.
  22. Prepare test and review of mass casualty and disaster preparedness plans for the hospital in line with regional and national guidelines.
  23. Performs other related duties as assigned by Parish Manager.
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**Authority:**

- Participates in the formulation of policies, plans, objectives of the SERHA.
  - Approve payments and sign cheques and purchase orders on behalf of the Institution.
  - Collaborate on all staffing decisions related to the institution.
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**Performance Criteria:**

This job is satisfactory performed when:

- There is constant monitoring of the internal and external environment to assess their impact on strategic and operational plans and policies and implementation of necessary adjustments.
  - Expenditures remain within the overall institution budget and there is overall efficiency of operations.
  - Health outcomes of the institution are in line with service agreement requirements.
  - The organisation's public image is enhanced through effective public relations.
  - Staff is developed and motivated and a harmonious organizational climate is fostered.
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