

Identifier:	Revision:	Effective Date:	 The Medical and Surgical Centre Limited
JD_MSCL_ADM0001	00	3/27/18	
Original Date:	09.08.2017		
Process Owner:	HEAD OF HR		
<h2>JOB DESCRIPTION</h2> <h3>JD – CHIEF OPERATIONS OFFICER</h3>			

<b>1. ROLE DETAILS:</b>			
<b>Position Holder's Name</b>		<b>Job Grade / Level</b>	As decided by the Board
<b>Healthcare facility</b>		<b>Location</b>	MOKA
<b>Department</b>	ADMINISTRATION	<b>Function</b>	CHIEF OPERATIONS OFFICER
<b>Reporting To (Administrative)</b>	HEAD INTERNATIONAL OPERATIONS	OF	<b>Reporting To (Functional)</b>
			HEAD INTERNATIONAL OPERATIONS
<b>Reportees (Direct)</b>	HOD's Head of Medical Services Financial Controller		
<b>2. ROLE PURPOSE</b>			
The incumbent is responsible for the development and promulgation of best practice, standards and codes of practice across the organization.			
<b>3. DUTIES AND RESPONSIBILITIES</b>			
3.1	Ensure the effective and efficient overall management of the hospital		

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3.2	Contribute to effective delivery of health/ medical care by identifying short and long term issues that must be addressed; recommend changes to work processes and / or policy directives to meet new challenges.
3.3	Responsible for directing, coordinating all aspects of the operating functions, processes , and staff of the facility while demonstrating the primary goal of efficiently providing medical services that exceed customer expectations within the prevailing legal and statutory framework and improve clinical and financial operations
3.4	Ensure the generation and maximization of revenue
3.5	Monitor and review the hospital's organizational structure to address service delivery requirements within budgetary constraints
3.6	Ensure that policy, systems and procedures to manage performance effectively, including rewards and incentives to deserving personnel, are in place and adhered to
3.7	Develop implement and maintain policy and procedures to manage employee assistance and wellbeing programs
3.8	Monitor entry and exit rates of staff, including a system of exit interviews to ascertain reasons for staff loss
3.9	Develop m implement and maintain a contingency plan to deal with any emergency that the hospital may have to deal with
3.10	Develop, implement and maintain a framework / programme against which the hospital's performance can be evaluated and monitored
3.11	Enhance the profile and promote the work of the hospital through activities focusing on the promotion of community health and other public relation activities
3.12	Organizes the functions in areas of responsibility through appropriate departmental delineation, delegation of duties, and prioritization of activities; maintains effective communication within and between all areas of accountability.
3.13	Implement an appropriate procurement and provisioning system, which is fair, equitable, transparent, competitive and cost effective

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3.14	Monitors overall productivity of respective areas of responsibility; improves productivity through consolidation of activities, delegation of functions, and/or implements alternatives in skill mix while ensuring competency of the care/service providers and without negatively impacting the quality of care/service.
3.15	Assures hospital compliance with laws and regulations, accrediting agency standards and hospital policies and procedures and medical staff rules and regulations; establishes, communicates and interprets hospital policy within areas of responsibility and recommends changes to the Head of International Operations
3.16	Coordinates financial management activities within respective areas of responsibility, including the development of annual budgets, variance analysis and monthly financial reports; develops annual capital budgets and cost benefit analysis for new and/or expanding programs and services; ensures that overall productivity of respective areas of responsibility continually improve through regular monitoring of systems, processes and delegation/streamlining of functions.
3.17	Implements effective and ongoing programs in areas of responsibility to measure, assess, and improve the quality of care/sales delivered to patients/customers; collaborates with other organizational leaders to plan, promote and conduct organization-wide performance improvement activities; consistently achieves fundamental operational improvements using comparative information and benchmarking in conjunction with effective use of process improvement techniques.
3.18	Promotes increased utilization of all services through active participation in business development and physician/payer contracting; active collaboration with the contracting function and the business development and physician liaison functions on an ongoing basis.
3.19	Through direct reports, ensure that the clinical needs of the hospital's patients are met through effective coordination and collaboration with medical directors and medical staff. Oversee the installation of required technologies and maintenance of high-quality technical skills by employees within clinical and patient care departments.
3.19	Develops and implements programs which result in increased motivation and effectiveness of personnel; delegate's to appropriate managers the daily management of such programs.

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3.20	Maintains and administers systems for continuous monitoring and improvement of the quality of care and services provided.	
3.21	<b>Most Important Demands:</b>	
	3.14.1	Core Competencies: Effective Leadership Skills
	3.14.2	Functional Competencies: Excellent Communication Skills, Ability to think and act strategically whilst maintaining pragmatic perspective
	3.14.3	Behavioral/Leadership Competencies: Articulate, Enthusiastic Team Builder
<b>4. DECISION MAKING AUTHORITIES</b> *(Only for Head of Department & his Direct report)		
4.1	Decisions taken by the Incumbent:	Overall management of the hospital
4.2	Decisions Incumbent participates in	Common function at MSCL level
4.3	Decisions recommended by the Incumbent, but referred to manager for approval	Common function at MSCL level
<b>5. KEY INTERFACES / RELATIONSHIPS</b>		
5.1	Internal	HOD's Head of Medical Services Financial Controller
5.2	External	Patients Attendants Any Regulatory Authorities
<b>6. KEY PERFORMANCE INDICATORS</b>		
6.1	Financial	% Increase in Top Revenue EBIDTA PAT

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	% improvement footfall YOY of total enrolment (OPD) % improvement in IPD conversions for all recommended procedures ARPOB / ACPOB - As per Budget
6.2 Learning & Development	Training (Person-days spent on Learning & Development of Non-Paramed. Employees + W & X Band Clinicians; Excl. CME)
6.3 Patient Experiences	% Delivery on Approved Unit 'Clinical Excellence Improvement Plan % Delivery on Approved Unit 'Patient Care Improvement Plan Improvement in Patient Satisfaction FOS (% improvement) Clinical Outcomes
6.4 Conduct and Compliance	Internal Audit & Compliance (incl. Medical Process Assurance) 1. Rating 2. Closure of NCs & Observations

## 7. PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
7.1 Qualifications	Bachelor degree	Master's degree in affiliated area of responsibility
7.2 Experience	Five or more years of progressive management responsibility	Ten or more years of progressive management responsibility
7.3 Knowledge and Technical Competencies	Effective written and verbal communication skills Understands that the patient is at the heart of the hospital's work Knowledge of business planning methods	Proficient with computer systems
7.4 Behavioural Competencies	Leadership and Supervising Relating and Networking	Formulating strategies and concepts

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	Persuading and Influencing Entrepreneurial and Commercial Thinking	Applying Expertise and Technology Creating and Innovating Adapting and responding to Change
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NOTE: Please note that your job description is not an exhaustive list of tasks and duties, but serves as a guidelines for daily duties, which may evolve from time to time according to the business requirements.

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<b>Our Vision</b>	<b>APPROVALS (READ &amp; SIGNED)</b>	
Achieve excellence in healthcare to enhance people’s lives.	Position Holder’s Name	
	Signature	
<b>Our Mission</b>	Date	
Deliver best-in-class medical services with passionate care	Line Manager’s Name	
	Signature	
<b>Our Values</b>	Date	
<ul style="list-style-type: none"> <li>• Excellence</li> <li>• Dedication</li> <li>• Humane</li> <li>• Team work</li> </ul>	Co-signed by HR	
	Signature	
	Date	

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