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| Identifier: | Revision: | Effective Date: |  The Medical and Surgical Centre Limited |
| JD_MSCL_NUR-0001 | 00 | 3/27/18 | |
| Original Date: | 09.08.2017 | | |
| Process Owner: | HEAD OF HR | | |

JOB DESCRIPTION

JD – HEAD OF NURSING

| 1. ROLE DETAILS: | | | |
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| Position Holder's Name | | Job Grade / Level | As decided by the Board |
| Healthcare facility | WELLKIN HOSPITAL | Location | MOKA |
| Department | ADMINISTRATION | Function | CHIEF OPERATIONS OFFICER |
| Reporting To (Administrative) | CEO - MSCL | Reporting To (Functional) | COO |
| Reportees (Direct) | Facility Unit – Head of Nursing | | |

2. ROLE PURPOSE

- Responsible for planning, organizing and directing the overall operations of Nursing for MSCL.
- Ensures compliance with patient care quality standards as it relates to the care provided to all age groups of patients for all specialties.
- Maintains performance improvement activities within the department and participates in Continuous Quality Improvement activities. Assures competency of all nursing personnel. Assists in formulating the budget and maintains efficient and effective departmental operations while required compliance with all regulations, laws, standards, and protocols.

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3. DUTIES AND RESPONSIBILITIES

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| 3.1 | Promotes the mission, vision, and values of the organization |
| 3.2 | Develops, maintains, and implements nursing policies and procedures that conform to current standards of nursing practice, facility philosophy, and operational policies while maintaining compliance with laws and regulations |
| 3.3 | Knows and practices the prescribed philosophy, purpose, policies, and standards of Nursing/Patient Care Services |
| 3.4 | Communicates and interprets policies and procedures to nursing staff, and monitors staff practices and implementation |
| 3.5 | Organizes, directs, and administers the Nursing/Patient Care Services in order to provide the level of care required by current medical and nursing standards |
| 3.6 | Plans and coordinates with the CEO, utilizing the respective Nursing Leadership members for planning the budgeting requirements for personnel, supplies, and equipment |
| 3.7 | Demonstrates knowledge of and application of Key Clinical Quality Indicators, and proactively monitors and implements systems to achieve and/or surpass company thresholds |
| 3.8 | Responsible for cost controls to insure maximum effectiveness of funds expended from the approved departmental budgets |
| 3.9 | Supports and develops Nursing/Patient Care Services in the coordination of the employee selection process, work assignments, performance evaluations, and staff development for these services |
| 3.10 | Maintains continuing quality assessment and improvement analysis and evaluation of patient care delivery and communicates with Administration on the activities/issues of Nursing/Patient Care Services |
| 3.11 | Plans and recommends to Administration new facilities or equipment, or modification thereto, needed to provide patient care |
| 3.12 | Recommends, supports, and participates in education services, programs of education, and training, including orientation of new employees. Encourages and facilitates the professional advancement of employees by affording opportunities for further education and experience |
| 3.13 | Recommends the modification, addition, or deletion of personnel policies to insure reasonable hours and acceptable working conditions to provide patient care coverage |

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| 3.14 | Initiates and participates in problem-solving, policy-forming conferences for Nursing/Patient Care Services. Maintains close coordination with all department to insure continuity and collaboration of services | |
| 3.15 | Ensures that cordial relationships are maintained with patients, their families and friends, clergy, and other interested groups in the community. Interprets the goals of the Nursing/Patient Care Services areas to the community by maintaining harmonious and effective relationships with the education system, volunteer groups, agencies, and the community | |
| 3.16 | Participates in policy decisions that affect Nursing/Patient Care Services in the hospital | |
| 3.21 | Most Important Demands: | |
| | 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 |
| 4. DECISION MAKING AUTHORITIES *(Only for Head of Department & his Direct report) | | |
| 4.1 | Decisions taken by the Incumbent: | Overall Nursing 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 |
| 5. KEY INTERFACES / RELATIONSHIPS | | |
| 5.1 | Internal | COO HOD's Head of Medical Services Financial Controller |
| 5.2 | External | Patients Attendants |

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| | Any Regulatory Authorities | |
| 6. KEY PERFORMANCE INDICATORS | | |
| 6.1 Financial | EBIDTA PAT % improvement footfall YOY of total billing % 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 Nursing. 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) <ol style="list-style-type: none"> 1. Rating 2. Closure of NCs & Observations | |
| 7. PERSON SPECIFICATION | | |
| | ESSENTIAL | DESIRABLE |
| 7.1 Qualifications | Graduate of an accredited school of nursing | 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 |

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| 7.3 Knowledge and Technical Competencies | Maintains valid, current RN licensure in Mauritius. Maintains clinical credentials and competencies to be able to work clinically. | Proficient with computer systems |
| 7.4 Behavioural Competencies | Leadership and Supervising Relating and Networking Persuading and Influencing Entrepreneurial and Commercial Thinking | Formulating strategies and concepts Applying Expertise and Technology Creating and Innovating Adapting and responding to Change |

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

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