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| **JOB DESCRIPTION** |
| Job Title | **Hospital Manager** | Function/Department | **Operations** |
| Grade |  | Reports To | **Group Head of Operations** |
| Scope | **Hospital** | Location | **Meridian Equator Hospital** |
| **Main Purpose of the Job (Job Summary)**Responsible for the general administration of the hospital. You will be expected to make ensure Meridian Equator Hospital is employing effective and efficient practices that deliver the best patient care and ensure the hospital meets its strategic performance objectives.  |
| **Main Responsibilities** |
| * Set budgets and departmental goals
* Create budgets and overseeing expenditures to ensure that they remain within budget guidelines
* Strategize and implement processes to improve efficiency and quality of care
* Oversee financial operations including the hospitals credit control, billing and petty cash administration
* Ensure the facility’s regulatory and legal compliance and oversee risk reduction in the facility
* Communicate effectively with departments and staff regularly
* Oversee work schedules, supplies, and budgets
* Communicate with other managers to resolve issues and make decisions regarding patient care
* Efficient staffing
	+ Ensure optimal staff levels as well as efficient use of overtimes and locums.
	+ Ensuring that all staff members are qualified to perform their jobs by conducting performance evaluations and, in consultation with HR, making hiring decisions when needed
	+ Identify training gaps and liaise with HR to facilitate training
	+ Ensure staff within the unit are highly motivated and minimize staff attrition rates by
	+ Regular staff engagement and monthly staff meetings
	+ Promptly addressing staff concerns
	+ Reward, Recognition and Discipline
		- Disciplinary action (with proper cause) is undertaken without undue delay and per defined policies
	+ Staff supervision
* Ensure that the facility has the necessary equipment, ensure that they are in good working conditions and necessary supplies are availed.
* Monitor turnaround time of services, consultations and rectify any deviations.
* Ensure the facility is financially viable and demonstrate growth.
	+ Increase the services offered in the facility: Keep pace with market developments and introduce services to ensure the sustainable growth of the hospital.
	+ Regularly meeting with hospital stakeholders including admitting consultants, payers and business partners and addressing their concerns, ensuring an enabling environment.
* Lead Marketing activities to ensure growth in client numbers
* Ensure financial objectives are met by;
	+ Managing costs within budget,
	+ Timely and accurate billing of drugs and services.
	+ Ensuring an invoice rejection rate of < 3% by enforcing exclusions, seeking pre-authorizations and proper documentation.
* Ensure that Meridian Health Group’s corporate governance policies are adhered to.
	+ Prevent, detect and report any fraud or criminal activity
	+ Fully implement audit recommendations
	+ Ensure Quality of Care and Quality of Service:
	+ Ensure that the resources needed to provide quality care are available in the hospital;
	+ Required HR
	+ Required Equipment (all critical equipment should be in place and working)
	+ Required Supplies (all supplies should be available with the monitoring of critical supplies; water, electricity, oxygen, theatre gases, PPEs, critical pharmaceuticals)
	+ Required statutory and regulatory compliance.
* Ensure the implementation of Meridian Health Group’s quality policies
	+ Review and act on quality indicator reports and implementation of QIPs.
	+ Ensure all incidents are recorded and reported within stipulated timelines using the provided tools
* Patient satisfaction:
	+ Ensure patient satisfaction through quality of care, communication, feedback and escalation,
* Any other duty as assigned by your immediate supervisor in line with the job description
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| **Key Deliverables of this position** |
| Superb patient experienceEfficient hospital operationsSustainable hospital profitability |

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| **Academic & Professional Qualifications** |
| **Essential**  | **Desirable**  |
| * Have a relevant bachelor’s degree preferably in the Medical field.
* 5 + years of experience in a hospital environment with 2+ years as a manager.
 | * A master's degree in health care administration, business administration or a postgraduate diploma in hospital and health management
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| **Work Experience & Skills** |
| **Essential** | **Desirable** |
| * Knowledge of the hospital and health care industry with familiarity in medical terminology
* Hands-on experience working with spreadsheets and other data analysis tools
* In-depth understanding of various health care regulations and laws
* Ability to supervise and lead a large team of professionals from various departments
 | * Previous experience working in a healthcare facility or senior management in a similar organization
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| **Key Competencies** |
| **Essential** | **Desirable** |
| Good administrative skills | Good ethical judgement and relationship building |
| Strong problem-solving, training, team building, and mentoring abilities | Good industry knowledge |
| Participation and teamwork | Critical thinking |
| Good management knowledge | IT skills consisting of Word, PowerPoint and Excel programs |
| Excellent written and verbal communication skills | Adaptability and quick thinking. |

**I confirm that I have read, understood and accepted the requirements of my role.**

Employee Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_