



## THE EASTERN REGIONAL HEALTH AUTHORITY

### POSITION DESCRIPTION

<b>1. JOB TITLE</b> CLINICAL SERVICES COORDINATOR	<b>2. DIVISION</b> SANGRE GRANDE HOSPITAL	<b>3. DEPARTMENT</b> OFFICE OF THE MEDICAL DIRECTOR
<b>4. ORGANISATIONAL RELATIONSHIP</b> The Clinical Services Coordinator will report directly to the Medical Director.	<b>5. NATURE &amp; SCOPE</b> The incumbent will be responsible for strategic areas in the hospital to ensure efficient and safe services. These will include but not limited to:  <ol style="list-style-type: none"> <li>1. Emergency Rooms</li> <li>2. Operating Theaters</li> <li>3. CSSD, Hospital Attendants and Rehabilitation</li> <li>4. Wards, ICUs and Clinics</li> </ol> They will ensure that productivity is optimized by proper planning, monitoring. They will help assist in planning, monitoring and auditing, mitigating challenges and helping develop contingency protocols.	
<b>6. SPECIFIC ACCOUNTABILITIES</b> The Clinical Services Coordinator:		
<ul style="list-style-type: none"> <li>❑ Collaborates with various Heads of Departments such as Clinical, Nursing, Para-Clinical and Administrative to ensure the hospital has adequate and suitable resources including human resource, infrastructural, equipment and supplies to achieve the organization's goal.</li> <li>❑ Develops, implements and monitors policies and protocols for each department in collaboration with the respective Head of Department.</li> <li>❑ Assists in the preparation and execution of the annual business plan, budgets and strategic plan.</li> <li>❑ Collaborates with the relevant Head of Department in the preparation and response to emergency/disaster issues at the facility.</li> <li>❑ Ensure the service optimization to meet the Authority's and Ministry of Health Strategic objectives.</li> <li>❑ Conducts compliance audits for various departments.</li> <li>❑ Liaises with the Biomedical Department to ensure that all medical and non-medical equipment are fully functional in the assigned area.</li> <li>❑ Takes corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules.</li> <li>❑ Liaises with the Facilities Management Department for repairs and maintenance of building and equipment for the assigned area.</li> <li>❑ Monitors activities of various sub-sections including duty roster with a view to solving operational matters and ensuring their efficient functioning.</li> <li>❑ Communicates pertinent information (verbal and/or electronic) in a timely manner to the hospital's Heads of Department.</li> <li>❑ Conducts quality checks throughout various departments and escalate and follow up where necessary.</li> <li>❑ Provides reports to Office of Medical Director as requested.</li> <li>❑ Function as on-site coordinator for internal/external disasters or other major events in collaboration with the Management Team at the Sangre Grande Hospital.</li> <li>❑ Performs any other related work as required.</li> </ul>		
<b>7. KEY KNOWLEDGE, SKILLS AND ABILITIES</b>		
<ul style="list-style-type: none"> <li>❑ Sound knowledge of modern principle, methods and techniques of Health Services Management/Hospital Administration.</li> <li>❑ Excellent oral and written communication skills.</li> <li>❑ Ability to establish and maintain effective working relationships with professional staff, subordinates and members of the public.</li> </ul>		

- Ability to coordinate and administrate technical programs, evaluate their effectiveness and make comprehensive reports and recommendations.
- Ability to multitask, use initiative and think critically.
- Knowledge of accepted standards and practices of hospital housekeeping and maintenance.
- Knowledge of medical records systems, supply systems and planned preventive maintenance systems.
- Strong leadership skills.
- Strong analytical, critical thinking and problem-solving skills.
- Ability to plan, organize and co-ordinate a wide range of administrative support services.
- Ability to work as a team.
- Ability to prepare comprehensive reports.
- Knowledge of Infection Prevention & Control.
- Knowledge of Quality Improvement and Corrective Action Plans

#### **8. MINIMUM TRAINING AND EXPERIENCE**

- Training as evidence by the possession of a first degree in Health Administration or any other related discipline.
- Training and/or certification in Supervisory Management.
- Considerable experience in current management theory and practices.
- At least five (5) years' experience in a supervisory management position within the health sector.
- Relevant training and experience in strategic management principle and practices.
- Advance computer literacy in Microsoft Office Suite.
- Any other equivalent combination of training and experience.

#### **9. SUPERVISORY RESPONSIBILITIES**

- Junior Administrative Assistant
- Clerk I
- Hospital Attendant II
- Sterile Services Supervisor

#### **10. COMMUNICATION AND WORKING RELATIONSHIP**

##### ***Internal:***

- Medical Director
- Manager-Hospital Administration
- Manager-Para-Clinical Services
- Assistant Manager – Hospital Administration
- Nursing Administrator II
- Facility Coordinator
- Facility Officer
- Occupational, Health and Safety Officer
- Biomedical Engineer
- Quality Coordinator
- All Heads of Department

##### ***External:***

- Other Regional Health Authorities
- Ministry of Health
- Suppliers
- Clients
- GMRTT or other allied health services