



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE GENERAL MANAGER-OPERATIONS	2. DIVISION HEAD OFFICE	3. DEPARTMENT OPERATIONS
4. ORGANISATIONAL RELATIONSHIP The General Manager-Operations will report to the Chief Operations Officer.		5. NATURE & SCOPE The General Manager-Operations is responsible for assisting in the administration, direction and control of the operations of the Authority in collaboration with the Management Administration in the Region so as to ensure the achievement of established objectives.
6. SPECIFIC ACCOUNTABILITIES The General Manager-Operations: □ Develops, recommends and oversees the implementation of Divisional policies and procedures consistent with the overall philosophy and objectives of the Authority. □ Provides leadership and guidance in programme planning and implementation, budgetary planning and management and productivity reporting. □ Directs and co-ordinates a wide range of institutional and community based non-clinical technical support services. □ Develops and maintains organizational systems for the effective performance and smooth delivery of technical support services. □ Co-ordinates the activities of the Operations Division with other Divisions of the Authority and with Medical and Nursing personnel to resolve operational problems and ensure continuous delivery of quality services. □ Co-ordinates the development of and ensure the maintenance of a Support System within established international standards. □ Audit systems and procedures to ensure maintenance and improvement in operational efficiencies in the Division. □ Assesses the efficiency and effectiveness of organizational systems established for the management of the Authority’s technical support services (Property Services, Engineering, Special Projects, Environmental Maintenance). □ Ensures enforcement of Health and Safety regulations in accordance with local and international standards. □ Provides leadership in the development and implementation of Operational Plans for the Division. □ Establishes partnership with private and public sector organizations. □ Represents the Authority at business and professional meetings and social gatherings. □ Performs other duties as required by the appropriate Authority.		
7. KEY KNOWLEDGE, SKILLS AND ABILITIES □ Knowledge of Project and Resources Management. □ Knowledge of Laws, regulations, guidelines, and codes relating to management of health care institutions. □ Knowledge of local and international safety codes pertaining to health institutions. □ Knowledge of Quality improvement strategies and standards setting. □ Knowledge of organization design and analysis techniques. □ Working Knowledge of Financial and Budgetary control. □ Excellent Leadership Skills. □ Proven Management Skills. □ Research and Analytical Skills. □ Good Interpersonal Skills. □ Good Communications Skills. □ Ability to maintain good relationships with other employees and the public.		

8. MINIMUM TRAINING AND EXPERIENCE □ A First degree in a Management discipline from a recognized University. □ Postgraduate qualifications in Health Services Management. □ At least ten (10) years relevant experience of which five (5) must be at a senior management level in health or scientific organization. □ Any equivalent combination of qualifications, training and experience.
9. SUPERVISORY RESPONSIBILITIES □ Manager-Projects □ Manager-Security Services □ Manager-Information and Communication Technology □ Facility Coordinator □ Fleet Coordinator □ Administrative Assistant □ Junior Administrative Assistant
10. COMMUNICATION AND WORKING RELATIONSHIP Internal: □ Chief Operations Officer □ Chief Executive Officer □ Other members of the Management Executive Team □ Members of the Management Team □ General Manager-Primary Health Care Services □ General Manager-Human Resources □ General Manager-Finance □ All Heads of Departments at the Sangre Grande Hospital External: □ Other Regional Health Authorities □ Ministry of Health