

**Job Title:** Centre Manager

**Location:** NAA Diagnostic Care Centre - Dummar, Damascus

**Salary:** Competitive

**Job Type:** Permanent

**Job Duration:** 6 months probation, following acceptance, a long term contract

**Responsible to:** Managing Director

**Responsible for:** Successfully developing and delivering patient services in the clinic

### **Job Profile**

The Clinic Manager must ensure that patient-centered care and safety are central to the culture, philosophy and organisation of the Centre. The Manager will manage all non-clinical aspects related to the operation and administration of the Centre. His/her role is broad and requires a diverse skills set. On a day-to-day basis, the Manager should ensure that the Centre operates smoothly via a comprehensive set of administrative processes, making certain that the right individuals are in place to provide a quality service to patients. Meeting such targets demands a robust understanding of clinic workload capacity and space allocation, as well as appointment and referral systems and staff rotas. The size of the clinic list, as well as the mechanics for managing it, will inform registration and appointment processes, and is key to maintaining optimal patient accessibility and satisfaction.

### **Main Duties and Responsibilities**

#### **Clinic Planning and Quality Assurance**

- ✓ Ensure the reception area and appointments system is working effectively.
- ✓ Supervise the triaging of patients to the various clinics.
- ✓ Plan, coordinate and monitor staff activities to accommodate patient volume and to enable delivery of efficient patient services.
- ✓ Prepare and maintain schedules and daily assignment of duties for staff, ensuring adequate cover for absence.
- ✓ Ensure that medical records, repeat prescriptions, and electronic records are accurate.
- ✓ Responsible for initiating, developing, implementing and reviewing all new policies, procedures protocols, guidance and provision of services to patients.
- ✓ Lead ongoing quality assurance review activities including clinical governance and audit.
- ✓ Support ICT systems to manage information and financial data, and to analyse and measure performance.
- ✓ Respond to patient enquiries and complaints within given timeframes, and promote patient satisfaction.
- ✓ Implement systems for the collation and dissemination of patient advice and information.

### **Management of Staff**

- ✓ Manage clinical, professional, clerical and administrative staff.
- ✓ Facilitate collaborative and multi-disciplinary team working.
- ✓ Provide the full range of human resource services including: recruitment, selection, induction, training and development of staff.
- ✓ Conduct performance reviews and appraisals.
- ✓ Review the training needs of clerical staff members and place them on relevant courses - either in house or via external providers, such as the annual update of staff CPR skills.
- ✓ Ensure transparent and adequate disciplinary and grievance procedures are in place.

### **Procurement and Administering Finances**

- ✓ Procuring stationary, medical equipment, medicines, consumerables, supplies, furniture and fittings.
- ✓ Maintain quarterly medical inventory, and storage areas.
- ✓ Meet with vendor and assess new products or changes to clinic systems.
- ✓ Setting and monitoring budgets.
- ✓ Financial forecasting and cash flow management.
- ✓ Manage the administration of the staff payroll.
- ✓ Maintaining accounts and managing account payable/receivables.
- ✓ Ensure claim submissions and check receipt of payments to and from insurance companies.

### **Health and Safety, and Management of Premises**

- ✓ Ensure compliance with legislation relating to health and safety.
- ✓ Develop and implement health and safety policies and procedures in the Centre.
- ✓ Provide direct training on health, safety and fire procedures for all staff
- ✓ Organise annual fire drills.
- ✓ Review the control of hazardous substances in the building.
- ✓ Ensure all accidents and/or dangerous incidents are recorded and investigated.
- ✓ Ensure that all patient safety processes are in place.
- ✓ Ensure that disabled patients have access to all services offered in the practice.
- ✓ Ensure that the premises are fit for purpose particularly with regards to waste disposal, cleaning and security.
- ✓ Responsible for resources, buildings, insurance, computers and other equipment;
- ✓ Provide staff training in all necessary areas of premises maintenance.
- ✓ Arrange for routine equipment servicing, repairs, replacement or necessary decoration;
- ✓ Supervise any planned or emergency building maintenance.
- ✓ Ensure that excellent hygiene standards (including infection control).

## **Personal Specifications**

### **Knowledge and qualifications**

- ✓ Masters degree in health systems management, medical human resource management or business management.
- ✓ Knowledge of relevant contractual and employment law is vital

### **Experience**

- ✓ At least five years of proven experience managing health services within a clinic or hospital setting.
- ✓ Experience in finance, HR, IT, and managing change is also desirable.

### **Skills/Abilities**

- ✓ Excellent leadership, organisational and communication skills
- ✓ Ability to work with people on all levels with tact and diplomacy.
- ✓ Ability to work under pressure and prioritise work.
- ✓ Respect for patients and confidentiality.
- ✓ Ability to establish effective working relationships with patients, nursing staff, physicians, and others.
- ✓ Excellent Information management skills.