

Chief Operating Officer

1.0 ORGANIZATIONAL STRUCTURE:

- 1.1 REPORTS TO : Chief Executive Officer
- 1.2 RESPONSIBLE FOR : All Ancillary Departments
- 1.3 LIASES WITH : All staff of SKSH, MOPA, SNUH

2.0 JOB SUMMARY

Responsible for leading and managing efficiently and effectively the operational, clinical, and clinical support services of the hospital by providing strategic and operational input and expertise, overseeing the development and delivery of the hospital annual operating plan and contributing to the development and implementation of the hospital's strategy. Also responsible for fostering team work, enhanced communication both internally and externally and ensuring the provision of a best in class service according to a defined health, safety and environmental policy.

3.0 DUTIES AND RESPONSIBILITIES

3.1 Providing strategy direction and planning for the hospital

- a. Establishing a clear strategy, budget and annual plan for the hospital aligned with the strategic plan of MOPA Medical Office and ensuring the key result areas as defined in the plan are met.
- b. Developing clearly defined operational and business management frameworks in conjunction with the other members of the executive team.
- c. Assisting direct reports in establishing strategic plans, goals, objectives and providing leadership for their implementation.
- d. Developing, recommending and reporting on internal budget for reporting departments.
- e. Working with the CEO to ensure the hospital has in place the systems and processes to support the delivery of operational services and achieve organizational targets and objectives.
- f. Actively supporting and participating in the review and implantation of hospital frameworks, policies and procedures.
- g. Undertaking any other tasks as agree upon with executive leadership.

3.2 Maintaining client service standards

- a. Engaging across all service delivery functions to ensure there are robust processes in place and to agree on financial and activity targets for the current year and outline going forward.
- b. Ensuring regular liaison with other hospital departments/sections in order to provide appropriate specialist functional support.
- c. Addressing clinical governance issues and taking improvement action as necessary in conjunction with the Chief Medical Officer.
- d. Coordinating with MOPA Medical Office on service provision and rationalization of services.
- e. Supporting the development and implementation of cross-departmental/sectional coordination mechanisms and information sharing.
- f. Promoting adherence to accountabilities and activities defined in the

- departmental/sectional scope of work while providing direction and guidance.
- g. Working with the CFO to ensure value for money is demonstrated and to ensure audit recommendations are implemented in a timely manner.
 - h. Ensuring the effective development and maintenance of IT systems throughout the hospital.
 - i. Ensuring the highest professional and ethical standards are maintained throughout the hospital
 - j. Ensuring employees are compliant with relevant standards and legislative requirements.
 - k. Maintaining a close awareness of best practice and industry standards in the different functional areas and developing the hospital towards these benchmarks.
 - l. Ensuring appropriate and proportionate governance and risk management processes are effectively operated throughout the hospital.
 - m. Advising the CEO and senior management on operational matters as required.

3.3 Managing relationships

- a. Developing and maintaining relationships with customers and senior internal and external stakeholders while promoting the reputation of hospital service.
- b. Interfacing with third-party insurers and negotiating billing with Finance department/section.
- c. Working with the CEO to establish and manage external contracting and partnership relationships to predetermined standards.
- d. Developing, fostering and encouraging open and constructive relationships in the public and professional settings.

3.4 Managing the team

- a. Advising, supporting and challenging employees on performance and decisions including the appropriate identification, management and mitigation of risk.
- b. Ensuring staff are motivated, developed and managed so that individual and collective performance meets the needs of hospital patients and stakeholders.
- c. Working with the managers to identify and nurture leadership potential and talent.
- d. Developing a high performing team of managers who work to key performance indicators and who are held accountable in terms of delivery.

3.5 Fulfilling committee involvement

- a. Acting as a seat on committees, panels and task forces as required.
- b. Providing input and guidance on operational matters and on operational decisions impacting clients and stakeholders of the hospital.

3.6 Advising on Special Projects

Identifying and developing projects and programs that would benefit the hospital.

3.7 Advising and supporting the board in major Nursing related discussions

- a. Developing and assisting in giving strategic advice to the board on people management and administrative processes to improve business results.
- b. Maintaining transparent policies and practices that build a positive work environment and promote a culture that supports the business strategy and values and delivers

patient-centered care.

3.8 Complying with Policies, Procedures and Practices of the MOPA Medical Office and other regulatory requirements

- a. Complying consistently with hospital policies, procedures and practices and ensuring alignment with MOPA Medical Office policies.
- b. Completing and maintaining regulatory requirements including: licensure and certification and other mandatory training within established time frames.

3.9 Maintaining Confidentiality

Maintaining confidentiality with regards to any information exchanged or received in the current capacity of role in accordance with hospital policy.

3.10 Promoting Customer Service standards

- a. Assuming the role of a brand ambassador for the hospital and promoting a customer focused philosophy in dealing with any stakeholders.
- b. Maintaining positive and effective working relationships within the department/division and also with other departments/sections within the hospital.
- c. Performing any other duties as may be assigned relevant to the basic responsibilities of the role

3.11 Adhering to the Occupational Health and Safety, Materials Management and Maintenance Standards

- a. Adhering to requirements of the Occupational Health and safety guidelines and infection control guidelines.
- b. Understanding and adhering to emergency preparedness plans/policies.

3.12 Ensuring Personal Effectiveness

- a. Recognizing the necessity of continuously developing skills and acquiring additional knowledge appropriate to the position.
- b. Dressing appropriately to meet the expectations of the specific work area and in alignment with the Occupational Health and Safety policies.
- c. Building key partnerships within the organization for pursuing client-centered, comprehensive, integrated systems of care.
- d. Complying with any regulations related to mentoring, training, and development of UAE national staff.

4.0 QUALIFICATION, LICENSURE, EDUCATION, EXPERIENCE, SPECIAL SKILLS:

4.1 Required Qualifications:

- a. A relevant Bachelor's degree. Master's degree or MBA preferred.
- b. Minimum ten (10) years relevant management experience with a minimum of five (5) hospital management experience.
- c. Analytical and disciplined with excellent track record and sense of urgency.