



## JOB DESCRIPTION: HOSPITAL DIRECTOR

JD Number: AD 01

| <b>Department: Administration</b> |  |                                       |
|-----------------------------------|--|---------------------------------------|
| REPORTING RELATIONSHIPS           | SUPERVISION SCOPE                          |                                       |
| <b>Line Reporting to:</b>         | <b>Direct</b>                              | <b>Indirect</b>                       |
| CEO - MHC                         | 1. Deputy Hospital Director                | 1. All Nursing Staff                  |
| <b>Functional Reporting to:</b>   | 2. HODs (QSM, Finance, HR, Marketing & IT) | 2. All Medical & Allied Medical Staff |
|                                   | 3. Executive Assistant                     | 3. All Admin Staff                    |
|                                   |  | 4. All Support Staff                  |

### JOB SUMMARY

The Hospital Director provides leadership, direction, and administration of all aspects of Hospital activities and other corporate entities to ensure compliance with established objectives and realization of quality, economical healthcare services and other related lines of business. Supports Mowasat Healthcare Company's growth strategy through new expansion projects both inside and outside Kuwait.

### DUTIES & RESPONSIBILITIES

#### Operational Duties

1. Prepares activity reports to inform the Board of Directors regarding the status and implementation plans of programs, services, and quality initiatives.
2. Ensures compliance with all regulatory and accreditation standards.
3. Recommends and reviews term plans which support the Hospital's mission and goals.
4. Participates in the recruitment of new members to the medical, management and support staff
5. Monitors compliance and progress relating to quality assurance measures involving patient care and employee performance.
6. Participates in selection and appointment of members for appropriate Hospital committees.
7. Serves as liaison and channels communication between the Executive Committee and appropriate committees and Hospital staff.

#### Policies & Procedures

8. Reviews and approves policies & procedures within various Hospital departments as well as pertaining to the Hospital as a whole.
9. Initiates organization wise policies & procedures that facilitate in achieving Hospital's mission, goals and objectives.
10. Consults with relevant HODs and departments prior to approving new policies and regarding the availability of resources to implement the same.
11. Informs and advises executive board regarding current trends, problems and activities in healthcare to facilitate policy making.

#### Personnel Management

12. Establishes performance goals, allocates resources and assesses the activities of direct subordinates.
13. Directs and supervises all Hospital activities through Administration and/or competent administrative support staff and departmental heads.
14. Assesses work schedules and assignments for staff, according to workload, space and equipment availability.

#### Public Relations

15. Maintains professional growth and development through seminars, workshops and professional affiliations to keep abreast of latest trends.
16. Participates in charting the course the Hospital is to take in response to the community's developing needs and implements it accordingly.
17. Consults with medical, business, and community groups to discuss service problems and community needs.
18. Coordinates with the Executive Committee, medical staff, and other Hospital personnel to respond to the community's needs for quality healthcare services.

#### Budget & Cost

19. Develops and manages budgets for the Hospital, allocates funds within the budget and ensures that the Hospital operates within the budget.
20. Accounts costs, authorizes expenditures, establishes rates for services, and coordinates financial reporting.
21. Reviews and analyzes facility activities and data to aid planning cash and risk management.
22. Ensures the provision of effective and efficient services by acquisition, utilization and organization of available resources and the



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development of improved techniques and practices.

### General Duties

23. Maintains communication between governing boards, medical staff, and department heads by attending meetings and coordinating interdepartmental functioning.
24. Represents the Hospital in its relationship with other health agencies, organizations, groups, government agencies, and third party payers.
25. Participates in Hospital medical staff committee meetings as required. Attends and serves on appropriate professional/ community organizations as Hospital representative.
26. Performs all other activities and assignments as decided by the Executive Committee/ Board.

### KEY CONTACTS

|                  |   |                  |   |
|------------------|---|------------------|---|
| <b>INTERNAL:</b> | <ol style="list-style-type: none"> <li>1. Executive Management</li> <li>2. Managers or Heads of Departments</li> <li>3. Other NMH Employees / Physicians</li> </ol> | <b>EXTERNAL:</b> | <ol style="list-style-type: none"> <li>1. Business Representatives / Professional Agencies</li> <li>2. Government Representatives</li> <li>3. Community Groups</li> </ol> |
|------------------|---|------------------|---|

### JOB REQUIREMENTS

**EDUCATION:** Bachelors' Degree. Masters' Degree in Hospital/ Health Services Administration or Business Administration.

**EXPERIENCE:** 10-15 years' experience in hospital-based administrative duties, with increasing responsibility and interaction with Admin, Medical and Technical professionals; 3-5 years' experience in a senior administration role in a multi-specialty hospital. Experience in working in an international environment, especially in the Middle East is preferred.

### OTHER SKILLS:

**Management Skills:** Critical Thinking, Problem Solving and Analytical skills; Leadership, Negotiation and Motivational skills; Coordination and Presentation Skills; Ability to Multitask.

**Soft Skills:** Good communication and Inter-personal skills.

**Computer Skills:** Proficiency in MS Office (Word, Excel, PowerPoint, Outlook) and Internet

**Language Skills:** Excellent in written and spoken English and Arabic is an advantage

### PHYSICAL & WORKING CONDITIONS

Normally works in an air conditioned office in clean, well light and pleasant surroundings while also exposed to the Hospital environment. May involve long periods of sitting; telephone and in front of a computer screen. Occasionally stands and walks short distances; bends, stoops and reaches to perform routine job tasks.

May be required to work for long hours to meet department exigencies. Involves working under pressure to meet deadlines

### ADMINISTRATION & APPROVAL

REVISED ON: JANUARY 2013

REVIEWED BY: CEO - MHC

APPROVED BY: CEO - MHC

### ACKNOWLEDGEMENT

**Employee Signature:**

**Date:**

**Employee Name:**

**Employee Number:**

*The above statements are intended to describe the general nature and level of work being performed. They are not an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. The job holder may be required to undertake additional duties, which may be reasonably expected as a part of the functions of the job.*