

**Sanaag Specialty Hospital, Erigavo, Somaliland**  
**Job Description: General and Administration Manager**

**Background**

In response to the critical health care needs in Sanaag, the doTERRA Healing Hands Foundation and Asli-Maydi Jibril Foundation are establishing the Sanaag Specialty Hospital, a non-profit organisation located in Erigavo City, Somaliland. The first phase of the hospital development will be a 45 bed facility made up of A&E, OPD, Diagnostics, Maternity and Paediatric Health together with an Operating Theatre (which as part of the first phase will be primarily for C-Sections). Currently nearing the end of completion the Hospital is due to open January 2020.

**Vision**

To be a model referral hospital at the heart of eastern Somaliland's healthcare system. Together with a network of integrated health facilities and outreach services, provide sustainable quality, health care amenities to the most remote, underserved populations in the country.

**Strategic Objectives**

The Foundations and its community partners are focusing their capacity and resources on developing the Sanaag Specialty Hospital with the following strategic objectives.

- To measurably reduce child and infant mortality in the Sanaag region.
- Develop an effective and transparent governance system representative of the community.
- To recruit, develop and retain the highest quality and most committed medical staff in country.
- Equip its medical staff with the training, tools and equipment to address the greatest health needs of the community.
- To become the most trusted health care provider by community, government and donor partners.
- Support and integrate health services with other health care facilities and service providers throughout the region.
- To secure a diverse and sustainable income stream composed of various donors, fees for services and government contributions.

**Mission**

To be the highest qualified trusted health care provider in Somaliland.

**General and Administration Manager:**

**Job Description:**

Responsible for overseeing the hospital's staff, policies and finances in order to ensure that the hospital runs efficiently while serving the needs of the community and meeting financial goals.

Must have a minimum of five years of hospital management / administration experience and have the ability to set budgets and departmental goals and oversee patient fees, billing and fundraising. To create and manage work schedules, manage hospital personnel and communicate effectively with staff and departments regularly.

Responsible for financial management, inventory management, stock control, procurement, human resources and employee records. Must understand and implement all compliance requirements and healthcare regulations.

A flexible team player with confidence, professionalism, strong communication and problem-solving skills. Works well under pressure and has the ability to multi-task and effectively react to emergency situations.

**Reporting:** Directly to the Board of Directors

**Primary Responsibilities:**

- Management of all human resource requirements.
- Managing the financials of the hospital, including financial analysis, forecasts, accounting and book keeping activities. Responsible for daily patient billing system.
- Approval of all procurement purchase orders. Ensuring timely procurement of the departmental requirements.
- Overseeing the management of building maintenance and equipment.
- Manage contracts for maintenance services by outside vendors and ensuring compliance with Service Level Agreements (SLAs).
- Managing the inventory of assets, both fixed and current, including stock of consumables and non-chargeable. Ensuring timely payment of bills for common services.
- Preparing annual operational plans and budgets for presentation to the Board. Working with the board on sustainability models.

**Key Responsibilities**

**General Administration**

- Responsible for the development and implementation of Hospital's programs, policies and procedures.
- Align the Hospital Strategic Plan to achieve both long term and short-term goals.
- Support the daily operation of the hospitals departments, ensuring the staff, facilities, schedules and flow of work is optimally carried out.

**Budgeting and Procurement**

- Contribute to the budgeting and forecasting process with a view of achieving proper controls.
- Create business strategies in line with the hospital budget to ensure sustainability.
- Together with the CMO and the procurement officer, review purchases requisitions, LPOs and a minimum of three quotations for timely approval.
- Ensure timely purchases of pharmaceuticals and consumables required.

**Facility and Equipment Management**

- In charge of the Transport, Maintenance, Repairs and Bio-medical engineering units.
- Ensures availability of transport (ambulances, utility vehicles) supporting the hospital.
- Upkeep of Hospital infrastructure, equipment, vehicles, legal documents and ensuring availability when required.
- Management of generator diesel and vehicle fuel supplies.
- Accurate and timely management the hospital asset and inventory register.

**Human Resource Management**

- Lead, motivate and manage employees, ensuring that clear goals and accountabilities are established and achieved.
- Ensure that individual performance and development needs are met.
- Spearhead culture change to instill a culture of accountability and trust.
- Produce systematic performance indicator reporting to inform management as to progress, roadblocks, and relevant performance details.
- Oversee the performance of all employees through performance management system.
- Participate in the staff recruitment process for the positions approved by the Board.

- Coaching and guiding employees on the hospital policies, rules, procedures and handling of disciplinary process
- Ensure safe custody of HR files and proper documentation

### **Administration**

- Responsible for external and internal communication.
- Develop and implement service contract agreements for all hospital machines, equipment and other services etc.
- Secretary to the Hospital Management Team (HMT) and the Hospital Advisory Board or any other senior management committees.

### **Compliance**

- Ensures that, there is full compliance with the existing statutory requirements/healthcare regulations and that the necessary licenses are obtained timeously.
- Ensure compliance with Health, Safety and Environment within the facility.
- To oversee required risk audits and manage any required corrective actions.

### **Customer Service**

- Resolve any conflict that might arise from the Hospital operations.
- Works effectively with the Ministry of Health, local authorities, community members, stakeholders, donor and INGO/NGO partners.
- Ensure the hospital runs efficiently and delivers quality patient care.
- To develop a positive perception of the Hospital within the local community.

### **Qualifications and Requirements**

- Minimum, Postgraduate qualification in Healthcare Management or related (essential), Hospital Administration, Hospital Planning, Public Health, Health Economics, or any other relevant field. Business degree qualification will be advantageous.
- At least five (5) years of experience at supervisory, administrative level in a busy, reputable hospital in a rural and remote area.
- Excellent interpersonal skills and an ability to manage a diverse range of professional relationships.
- Flexible, willing to perform assigned duties and work irregular hours under unpredictable conditions.
- Fluency in written and spoken English, knowledge of Somali, advantageous.
- Takes initiative and drives high levels of performance management.
- Plans work, anticipates risks and sets goals within area of responsibility.
- Incorporates gender-related needs, perspectives, and concerns and promotes equal gender participation.
- Previous work experience in African remote site environments. Somaliland experience would be advantageous.
- Interested in working in Somaliland for a minimum of 12 months.

**Medical Insurances:** Included

**Living Conditions:** Secure self contained house which is less than a five minute drive from the hospital.

**Application Closing Date:** 15 November 2019

**Interview Process:** 15 November to 29 November 2019

**Confirm Candidate:** 30 November 2019

**Position Start Date:** January/February 2020

Please email a copy of your CV, certification and references to: [careers@response-med.com](mailto:careers@response-med.com)