

1. Health Service Administrator

Job Title	:	Health Service Administrator
Grade	:	Health Service Administrator
Responsible To	:	Medical Superintendent/Medical Director/Head of Facility
Accountable To	:	Medical Superintendent/Medical Director/Head of Facility

Job Purpose

To be responsible for the smooth running of health administration, have oversight responsibility over support services within the health facility and contribute to effective financial management in the facility

Main Duties and Responsibilities

- Responsible for day-to-day general administration of the health institution
- Ensure the provision of all support services necessary for quality healthcare delivery.
- Direct, supervise and evaluate the work activities of administrative and other support service staff
- Set performance objectives for administrative and support services units in the health institution
- Implement and monitor policies, procedures and performance standards for administrative and other support staff for quality health service delivery.
- Coordinate the planning and budgeting process in accordance with the approved guidelines
- Monitor the efficient use of health resources and report on them
- Monitor and report on the implementation of plans and budgets
- Coordinate and collate annual work plans and periodic operational reports on service delivery
- Support resource mobilization for the health facility
- Ensure regular provision of utility services such as water, electricity, telecommunication and waste management services
- Implement established processes, procedures and structures for disaster preparedness, health and safety, and general security of the health institution.
- Facilitate the orientation, appraisal and training of personnel
- Promote the implementation of the patient charter, code of ethics and disciplinary procedures, and other relevant legislation in the health institution
- Solicit assistance on legal matters from the appropriate unit
- Facilitate the implementation of maintenance programmes for physical assets of the health institution to prevent untimely breakdown of buildings, equipment, transport of the facility
- Ensure maintenance of a healthy and aesthetic environment for the personnel and clients of the institution
- Put in place security measures to ensure adequate physical security and safeguarding of assets including protection of patients and staff in the facility.
- Process and obtain legal title to land and other properties of the health institution and protect them
- Monitor the implementation of various agreements between the health institution and its business partners
- Conduct operational research within the administrative and support services and ensure its implementation

- Train and supervise the activities of interns and trainees in the facility
- Coordinate asset data management
- Perform any other official duty assigned by the Head of the Health Institution.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Health Service Administrator

Criteria	Essential	Desirable
Educational Qualification and Experience	B.Sc Degree in Administration (Health Services Option) or Masters Degree in Health Services Management or equivalent qualification plus one (1) year internship or national service in a recognized health facility	
Knowledge	General knowledge of GHS policies, operating procedures and other relevant health sector policies. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

2. Senior Health Service Administrator

Job Title	:	Health Service Administrator
Grade	:	Senior Health Service Administrator
Responsible To	:	Medical Superintendent/Medical Director/Head of Facility
Accountable To	:	Medical Superintendent/Medical Director/Head of Facility

Job Purpose

To be responsible for the smooth running of health administration, have oversight responsibility over support services within the health facility and contribute to effective financial management in the facility

Main Duties and Responsibilities

- Responsible for day-to-day general administration of the health institution
- Ensure the provision of all support services necessary for quality healthcare delivery.
- Direct, supervise and evaluate the work activities of administrative, maintenance and other support service staff
- Set performance objectives for administrative and support services units in the health institution
- Implement and monitor policies, procedures and performance standards for administrative and other support staff for quality health service delivery.
- Coordinate the planning and budgeting process in accordance with the approved guidelines
- Monitor the efficient use of health resources and report on them
- Monitor and report on the implementation of plans and budgets
- Coordinate and collate annual work plans and periodic operational reports on service delivery
- Support resource mobilization for the health facility
- Ensure regular provision of utility services such as water, electricity, telecommunication and waste management services
- Implement established processes, procedures and structures for disaster preparedness, health and safety, and general security of the health institution.
- Facilitate the orientation, appraisal and training of personnel
- Promote the implementation of the patient charter, code of ethics and disciplinary procedures, and other relevant legislation in the health institution
- Solicit assistance on legal matters from the appropriate unit
- Plan, implement, manage and ensure maintenance of physical assets of the health institution to prevent untimely breakdown of buildings, equipment, transport of the facility
- Ensure maintenance of a healthy and aesthetic environment for the personnel and clients of the institution
- Put in place security measures to ensure adequate physical security and safeguarding of assets including protection of patients and staff in the facility.
- Process and obtain legal title to land and other properties of the health institution and protect them
- Coordinate asset data management
- Monitor and ensure the implementation of various agreements between the health institution and its business partners
- Plan, advocate and implement programmes for the strategic development of the health institution

- Implement policies, procedures and structures for ICT development
- Make inputs into the development of policies and programmes.
- Conduct operational research within the administrative and support services and ensure its implementation
- Train and supervise the activities of junior Health Service Administrators, interns and trainees in the facility
- Perform any other official duty assigned by the Head of the Health Institution.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Senior Health Service Administrator

Criteria	Essential	Desirable
Educational Qualification	B.Sc Degree in Administration (Health Services Option) or Masters Degree in Health Services Management or equivalent qualification plus one (1) year internship or national service in a recognized health facility	Masters Degree in a relevant discipline
Experience	A minimum of three (3) years continuous service at the grade of Health service Administrator. Evidence of continuing professional development and training in management. Experience in report writing.	
Knowledge	General knowledge of GHS policies, operating procedures and other relevant health sector policies. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety	
Skills	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

3. Principal Health Service Administrator

Job Title	:	Health Service Administrator
Grade	:	Principal Health Service Administrator
Responsible To	:	Medical Superintendent/Medical Director/Head of Facility
Accountable To	:	Medical Superintendent/Medical Director/Head of Facility

Job Purpose

To be responsible for the smooth running of health administration, have oversight responsibility over support services within the health facility and contribute to effective financial management in the facility

Main Duties and Responsibilities

- Responsible for day-to-day general administration of the health institution
- Ensure the provision of all support services necessary for quality healthcare delivery.
- Direct, supervise and evaluate the work activities of administrative, maintenance and other support service staff
- Set performance objectives for administrative and support services units in the health institution
- Plan, implement and monitor policies, procedures and performance standards for administrative and other support staff for quality health service delivery.
- Lead in the planning and budgeting process in accordance with the approved guidelines
- Monitor and ensure the efficient use of health resources and report on them
- Monitor and assess the implementation of plans and budgets and effect corrective measures where necessary.
- Ensure the preparation of annual work plans and periodic operational reports on service delivery
- Play active role in resource mobilization for the health facility
- Ensure regular provision of utility services such as water, electricity, telecommunication and waste management services
- Plan, implement and review processes, procedures and structures for disaster preparedness, health and safety, and general security of the health institution.
- Ensure the orientation, appraisal and training of personnel
- Ensure the adherence to the patient charter, code of ethics and disciplinary procedures, and other relevant legislation in the health institution
- Solicit assistance on legal matters from the appropriate unit
- Plan, implement, manage and ensure maintenance of physical assets of the health institution to prevent untimely breakdown of buildings, equipment, transport of the facility
- Ensure maintenance of a healthy and aesthetic environment for the personnel and clients of the institution
- Development systems to ensure adequate physical security and safeguarding of assets including protection of patients and staff in the facility.
- Ensure the coordination of asset data management
- Plan, implement, manage and ensure maintenance of physical assets of the health institution
- Process and obtain legal title to land and other properties of the health institution and protect them

- Monitor and ensure the implementation of various agreements between the health institution and its business partners and take remedial measures
- Plan, advocate and implement programmes for the strategic development of the health institution
- Implement policies, procedures and structures for ICT development
- Contribute to the development of policies and programmes.
- Conduct operational research within the administrative and support services and ensure its implementation
- Train and supervise the activities of junior Health Service Administrators, interns and trainees in the facility
- Perform any other official duty assigned by the Head of the Health Institution.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Principal Health Service Administrator

Criteria	Essential	Desirable
Educational Qualification	B.Sc Degree in Administration (Health Services Option) or Masters Degree in Health Services Management or equivalent qualification plus one (1) year internship or national service in a recognized health facility	Masters Degree in a relevant discipline
Experience	A minimum of five (5) years continuous service at the grade of Senior Health service Administrator or a total of eight (8) years service as Health Service Administrator. Evidence of continuing professional development and training in management. Experience in report writing.	
Knowledge	General knowledge of GHS policies, operating procedures and other relevant health sector policies. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety	
Skills	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

4. Deputy Chief Health Service Administrator

Job Title	:	Health Service Administrator
Grade	:	Deputy Chief Health Service Administrator
Responsible To	:	Medical Superintendent/Medical Director/Head of Facility
Accountable To	:	Medical Superintendent/Medical Director/Head of Facility

Job Purpose

To be responsible for the smooth running of health administration, have oversight responsibility over support services within the health facility and contribute to effective financial management in the facility

Main Duties and Responsibilities

- Responsible for day-to-day general administration of the health institution
- Direct, supervise and evaluate the work activities of administrative, maintenance and other support service staff
- Set performance objectives for administrative and support services units in the health institution
- Plan, implement and monitor policies, procedures and performance standards for administrative and other support staff for quality health service delivery.
- Lead in the planning and budgeting process in accordance with the approved guidelines
- Monitor and ensure the efficient use of health resources and report on them
- Monitor and assess the implementation of plans and budgets and effect corrective measures where necessary.
- Ensure the preparation of annual work plans and periodic operational reports on service delivery
- Play active role in resource mobilization for the health facility
- Devise system to ensure regular provision of utility services such as water, electricity, telecommunication and waste management services
- Plan, implement and review processes, procedures and structures for disaster preparedness, health and safety, and general security of the health institution.
- Ensure the institutionalization of orientation, appraisal and continuous professional development of staff
- Monitor and ensure adherence to the patient charter, code of ethics and disciplinary procedures, and other relevant legislation in the health institution
- Initiate and implement measures to avoid legal suits against the facility and solicit assistance on legal matters from the appropriate unit as and when necessary
- Devise system to ensure maintenance of physical assets of the health institution to prevent untimely breakdown of buildings, equipment, transport of the facility
- Ensure maintenance of a healthy and aesthetic environment for the personnel and clients of the institution
- Develop systems to ensure adequate physical security and safeguarding of assets including protection of patients and staff in the facility.
- Secure legal title to land and other properties of the health institution and ensure their safety
- Ensure effective monitoring of the implementation of various agreements between the health institution and its business partners and take remedial measures

- Plan, develop and ensure the implementation of programmes for the strategic development of the health institution
- Devise systems to ensure the coordination of asset data management
- Ensure the implementation of policies, procedures and structures for ICT development
- Contribute to the development and dissemination of policies and programmes.
- Lead the conduct of research within the administrative and support services and ensure the implementation of the findings
- Establish systems for training and supervision of activities of junior Health Service Administrators, interns and trainees in the facility.
- Provide technical support to other Health Service Administrators as and when necessary.
- Perform any other official duty assigned by the Head of the Health Institution.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Deputy Chief Health Service Administrator

Criteria	Essential	Desirable
Educational Qualification	B.Sc Degree in Administration (Health Services Option) or Masters Degree in Health Services Management or equivalent qualification plus one (1) year internship or national service in a recognized health facility	
Experience	A minimum of five (5) years continuous service at the grade of Principal Health Service Administrator or a total of thirteen (13) years service as Health Service Administrator. Evidence of continuing professional development and training in management. Experience in report writing.	
Knowledge	General knowledge of GHS policies, operating procedures and other relevant health sector policies. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety	
Skills	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

5. Chief Health Service Administrator

Job Title	:	Health Service Administrator
Grade	:	Chief Health Service Administrator
Responsible To	:	Medical Superintendent/Medical Director/Head of Facility
Accountable To	:	Medical Superintendent/Medical Director/Head of Facility

Job Purpose

To be responsible for the smooth running of health administration, have oversight responsibility over support services within the health facility and contribute to effective financial management in the facility

Main Duties and Responsibilities

- Ensure effective and efficient general administration of the health institution
- Develop standards for supervision and evaluation of the work activities of administrative and other support service staff
- Devise systems to ensure the attainment of set performance objectives for administrative and support services units in the health institution
- Initiate, plan, implement and monitor policies, procedures and performance standards for administrative and other support staff for quality health service delivery.
- Lead in the planning and budgeting process in accordance with the approved guidelines
- Initiate and ensure the implementation of measures for the efficient use of resources available for health service delivery
- Initiate periodic review of plans and budgets and effect corrective measures where necessary.
- Oversee the implementation of annual work plans and ensure the preparation and timely submission of periodic operational reports to inform service delivery
- Play active role in resource mobilization for the health facility
- Devise system to ensure regular provision of utility services such as water, electricity, telecommunication and waste management services
- Review and formulate plans, processes, procedures and structures for disaster preparedness, health and safety, and general security of the health institution.
- Ensure the institutionalization of orientation, performance appraisal and continuous professional development of staff
- Monitor and ensure adherence to the patient charter, code of ethics and disciplinary procedures, and other relevant legislation in the health institution
- Initiate and implement measures to avoid legal suits against the facility and solicit assistance on legal matters from the appropriate unit as and when necessary
- Develop system to ensure maintenance of physical assets of the health institution to prevent untimely breakdown of buildings, equipment, transport of the facility
- Develop systems to ensure maintenance of a healthy and aesthetic environment for the personnel and clients of the institution
- Develop systems to ensure adequate physical security and safeguarding of assets including protection of patients and staff in the facility.
- Secure legal title to land and other properties of the health institution and ensure their safety
- Participate in the development and ensure effective implementation of various agreements between the health institution and its business partners and take remedial measures

- Ensure the development and implementation of strategic plans and programmes for the development of the health institution
- Ensure the implementation of policies, procedures and structures for ICT development and make appropriate recommendations for review where necessary
- Contribute to the development of relevant policies and programmes and ensure their dissemination
- Lead the conduct of research within the administrative and support services and ensure the implementation of the findings
- Establish systems for training and supervision of activities of junior Health Service Administrators, interns and trainees in the facility.
- Provide technical support to other Health Service Administrators as and when necessary.
- Devise systems to ensure the coordination of asset data management
- Perform any other official duty assigned by the Head of the Health Institution.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.

- Strictly adhere to the provisions of the Patient’s Charter.
- Adhere to GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Chief Health Service Administrator

Criteria	Essential	Desirable
Educational Qualification	B.Sc Degree in Administration (Health Services Option) or Masters Degree in Health Services Management or equivalent qualification plus one (1) year internship or national service in a recognized health facility	
Experience	<p>A minimum of five (5) years continuous service at the grade of Deputy Chief Health Service Administrator or a total of eighteen (18) years continuous service as Health Service Administrator with a relevant Masters Degree and evidence of continuing professional development and training in management.</p> <p>Experience in GHS procurement process and practices Experience in contract administration Experience in policy and standards development. Research experience. Experience report writing Experience in planning and implementing service developments.</p>	
Knowledge	<p>General knowledge of GHS policies, operating procedures and other relevant health sector policies. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety</p>	
Skills	<p>Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.</p>	