

JOB DESCRIPTION

This job description is a summary of the typical job duties and requirements that are essential to the evaluation of the job and is not intended to be complete in detail. On occasion, individuals classified on this job may be required to perform functions of a higher or lower skill level not included in this job description.

Job Title: Clinical Department Administrator		Date: May 5, 2009	
Cost Center #:	Cost Center Name:	Reports to (first level): Chairman	2nd level of Supervision: Director of the Medical Center

1. JOB SUMMARY & SCOPE:

Lead departmental planning activities and delivery strategies to maintain competitive advantages and coping with environmental changes. Oversee the overall department performance including strategic, operational and fiscal planning, costing, budget development, marketing, and human resources management. Initiate and recommend improvements for the department. Establish and update general internal policies and procedures. Prepare the annual budget of the department and determine staffing requirements. Actively manage the departmental culture and human resources functions to assure consistent and stimulating workplace.

Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and that of the Clinical Department.

2. JOB COMPETENCY PROFILE:

- **Client Focus:** Anticipate and adapt to client needs/Adresse underlying client needs
- **Accountability:** Achieve desired results through others
- **Organizational Awareness:** Understand organization issues, external influences and contributes to internal policies and procedures
 - Establish and update general internal policies & procedures, and monitor the enforcement of related administration departmental policies and procedures in compliance with those of the hospital and the university regulations
 - Adopt recommendations of JCIA in implementing patient assessment and reassessment
- **Initiative:** Act in a creative and innovative manner
- **Communication:** Communicate effectively up, down, and laterally
- **Safety and Health Management:** Ensure safe and healthy working conditions
 - Maintain a safe working environment for self and fellow employees
- **Planning & Organizing:** Determine, organize and design plans
 - Develop, design and implement a system to control inventory and consumption of supplies within budget requirements
- **Problem Solving:** Critical thinking in making decisions and solving problems involving varied levels of complexity, ambiguity and risk
 - Handle and solve patient & physician complains
- **Team Skills:** Team Leadership
 - Lead various employees' teams and committees for various purposes to motivate employees and improve performance. Chair monthly department meetings with section supervisors

- **Resource Management:** Implement systems to ensure stewardship of resources
 - Set objectives to improve the efficiency of the department, and develop both short and long-term planning related to personnel, equipment service quality, physical space distribution and allotment, and budgetary consideration to reach these objectives. Coordinate with the chairman of the department accordingly
- **Business Acumen:** Operating strategically
 - Knowledge of organizational structure, workflow, and operating procedures
 - Plan, coordinate and direct the administrative operation of the department to ensure expedient flow of service operation
- **Human Resource Management:** Set standards of performance
 - Ensure effective manpower; determine and advise the Chairman on utilization and staffing requirements.
 - Maintain an employee time management system to control overtime hours and schedules for all three shifts
 - Prepare annual performance appraisal of staff
 - Counsel personnel and initiate disciplinary measures
 - Develop, revise and update job description and standard of performance of all non-academic staff, and ensure proper orientation and training for new staff
 - Assist in interviewing and recruiting of daily employees
- **Information & Records Management:** Manage and analyze information
- **Financial Management:** Budgeting and budget monitoring
 - Prepare the annual capital & minor budget of the department, considering revenues, expenses and justifications thoroughly before submission to the chairman for final consideration
 - Set and perform cost analysis studies and monitor revenues/expenditures on a perpetual basis
 - Determine and review the pricing of services, and identify ways to increase revenue and decrease expenses
- **Computer Skills:** Using a personal computer and related applications to convey and retrieve information in databases
 - Proficient in Microsoft Office(word processing, spreadsheet and database software)
- **English comprehension:** Present written and verbal messages in an advanced English level

3. KNOWLEDGE:

- Knowledge of faculty and/ or staff hiring procedures
- Knowledge of budget preparation and fiscal management

4. PRINCIPAL WORKING RELATIONSHIPS:

- Frequent contact with department heads to solve interdepartmental problems
- Communication with department faculty members to coordinate activities of the department
- Frequent contact with suppliers
- Invariable contact with dissatisfied patients
- Act as a liaison between department staff and hospital administration

5. CONSEQUENCES OF ACTIONS OR DECISIONS:

- Decisions may affect the financial status of the department, its quality, productivity, and customer satisfaction

6. SUPERVISORY RESPONSIBILITY:

- Administrative supervision of non-academic staff within the department

7. PHYSICAL EFFORT:

- None

8. WORKING CONDITIONS:

- Clean and pleasant

9. MINIMUM JOB REQUIREMENTS:

Education:

Minimum Education: BA

Preferred Education: Masters in Public Health or Business Management

Field of Expertise:

Experience:

Minimum Experience: 3 years management expertise in the medical field

Preferred Experience:

Languages:

Minimum Languages: Arabic and English (EEE \geq 500)

Preferred Languages:

Compiled By: HR GENERALIST

Approved by (Dept Hd, Chairman):

Date: May 5th, 2009

Date:

Hospital Director's Approval:

Date:

HR Director's Authorization:

Date:

Supersedes Description:

Job Code:

Title:

Job Grade:

Grade:

Date:

Date: March 14, 2007