



## TOBAGO REGIONAL HEALTH ATURHOTIY

### JOB DESCRIPTION

#### JOB TITLE: CHIEF OPERATIONS OFFICER

DIVISION:	DEPARTMENT	SECTION	UNIT
Administration and Operations	Office of the CEO		
GEOGRAPHIC LOCATION		TITLE OF IMMEDIATE SUPERVISOR	
Tobago		CHIEF EXECUTIVE OFFICER	

#### 1. JOB SUMMARY

The Chief Operating Officer (COO) is second in command, reports to the Chief Executive Officer (CEO), and is a member of the Executive Management Team. The COO will focus on converting the Authority's strategies into daily operations for implementation to meet its strategic goals and objectives as approved by the Board of Directors and the Chief Executive Officer within the context of the Authority's Vision, Mission, Values and Strategic Direction.

The incumbent is responsible and accountable for providing leadership and oversight in all aspects of the planning, operation, implementation, and evaluation of the services and programs, for the Authority ensuring that the strategic objectives and the operational plans of the various departments are carried out to provide efficient and effective delivery of health care services utilizing existing resources and within the boundaries of Government/THA legislation and policy. The COO will efficiently collaborate and work along with the CEO to steward the Authority with the best leadership principles that will have a significant influence on the organization's culture.

#### 2. PRIMARY DUTIES & RESPONSIBILITIES

- Collaborates with the Chief Executive Officer (CEO) in setting and delivering the strategic plan, vision, mission, operations strategy, and resource management.

- Translates strategy into actionable steps for organizational growth, optimal healthcare outcomes, and accessible, equitable, and efficient service delivery.
- Plans, develops and implements strategies for operational and departmental management to meet established organizational performance plans within agreed budgets and delivery times for the benefit of the organization.
- Assists the Chief Executive Officer in the administration, direction, and control of the daily operations of the Authority and in the establishment of corporate objectives to ensure that established work targets are achieved.
- Contributes as a member of the senior management team in the Authority's transformation thrust.
- Implements organization-wide goal setting, performance management, and annual operations planning that aligns with the set strategic goals and objectives.
- Oversees the Authority's non-clinical operations and employee productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met.
- Ensures effective recruiting, on-boarding, professional development, performance management, and retention.
- Ensures compliance with national health standards and local procurement regulations, and takes appropriate action to correct deviations from established standards
- Analyses the operations and identifies areas for process enhancement/improvement.
- Implements business strategies and plans that align with the short- and long-term objectives developed in consultation with the CEO.
- Provides oversight and strategic direction to the Operations, Human Resources, and Corporate Services Departments to foster efficient fiscal management and as guided by the CEO.
- Monitors organizational performance to determine opportunities for performance improvements, identifies organizational weaknesses where corrective actions can be implemented for improvement, and prepares detailed reports which included and forecasts, development plans and status of various initiatives
- Builds and maintains trusting relationships with key customers, clients, partners, and stakeholders.
- Develops and maintains organizational systems for the effective performance and smooth delivery of health operations and technical support services.
- Leads the establishment of operational strategies, develops the monitoring and evaluation frameworks to measure organizational in collaboration with the executive team.
- Ensures accreditation standards are maintained in all required areas.
- Establishes the monitoring and evaluation framework to ensure compliance with standards, policies, and procedures with respect to recruitment, training, discipline, and conditions of service of all categories of employees.
- Assesses and determines staffing needs and assists in policy formulation in the area of manpower planning and development.

- Adheres to protocols, guidelines, policies and procedures relevant to the Department, Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, Ministry of Health / Division of Health Wellness and Social Protection, Registering Board / Association and the TRHA.
- Performs other related duties as assigned.

### **3. KNOWLEDGE, SKILLS & ABILITIES**

- Comprehensive knowledge of current trends, principles and practices, methods and techniques in Health Services Administration.
- Knowledge in healthcare management, general administration, financial management, supply chain management, project management, manpower planning, industrial relations, management information systems, quality improvement, and strategic planning.
- Extensive knowledge of the Regional Health Authorities' Act, government policies, procedures, rules, and regulations.
- Extensive knowledge and experience of data analysis and performance metrics.
- Extensive knowledge and experience of management principles and practices, and accountability theories and practices, including methods of implementation.
- Knowledge of the principles and methods involved in project management.
- Excellent leadership and complex organizational management skills, with steadfast resolve and personal integrity.
- Excellent knowledge of Disaster Preparedness & Planning.
- Knowledge of local and international safety codes of health institutions.
- Computer literate and proficient in the use of Microsoft Office Suite.
- Ability to diagnose problems quickly and foresee potential issues.
- Ability to use e-government technology platforms.
- Ability to develop the overall framework for project monitoring and evaluation.
- Ability to collaborate with relevant stakeholders to provide relevant information for ongoing evaluation of project activities, effects, and impacts.
- Ability to compile and analyze data and prepare comprehensive reports.
- Ability to express ideas clearly and concisely, both in writing and orally.
- Ability to establish and maintain effective working relationships and interact with different stakeholders.
- Ability to use tact and diplomacy in the performance of duties.
- Ability to observe and maintain confidentiality in the performance of duties.

### **4. KEY RELATIONSHIPS**

- Reports directly to the Chief Executive Officer
- Supervises General Managers from the following areas: Operations, Human Resources, Corporate Services, Hospital Administrator
- Liaise internally with Executive Management, Department Heads/Hospital Administrators, and Health care providers and externally with government agencies, suppliers, and contractors

**5. KEY AUTHORITIES**

Authorised to:

- Approve Purchase Orders
- Sign cheques in accordance with financial policy guidelines
- Recommend the approval of operational and utilization review/research studies
- Supervise and discipline subordinate staff
- Prepare budgets for approval

**6. KEY REPORTS**

- Operational, Utilization Review, research studies
- Departmental Reports and annual reviews

**7. PERFORMANCE PARAMETERS**

- The extent to which services are provided satisfactorily to meet the Authority's objectives in the delivery of health care
- Timeliness, accuracy, and efficiency with respect to work targets
- Degree of corporate compliance with established policies and procedures

**8. QUALIFICATION & EXPERIENCE**

- The incumbent should possess extensive theoretical and practical knowledge of the hospital and business management principles, working knowledge of the institutional, regulatory, and governmental framework in which the Authority operates. A sound knowledge of operational objectives and strategic planning disciplines, strong leadership, management, interpersonal and communicative skills, analytic and diagnostic abilities, interpretative judgment, and the ability to persuade others to follow appropriate courses of action.
- Ten (10) years of experience in executive leadership in Health Administration
- Training as evidenced by the possession of a Master's Degree in Health Administration or Health Policy, or in a related field from a recognized University
- Project Management Qualification
- Any equivalent combination of qualifications, training, and experience.

○ **SPECIAL REQUIREMENTS**

- Required to work overtime, public holidays, and weekends.
- Completion of a yearly medical examination to determine fitness for duty, including drug testing as deemed appropriate.
- The incumbent will be required to accept additional responsibility in the event of an emergency or disaster or major adverse incident and would have responsibilities in leading the development, review, and execution, where required, of the TRHA's Disaster Preparedness Plan including Fire and Evacuation Plans for the Authority.

*This document is intended to reflect those factors considered necessary to describe the principal functions of your job and should not be construed as a detailed description of all work requirements that may be inherent in the job.*