**Nepal Red Cross SocietyShree Janaki Eye Hospital**

**Job Description**

**Job title:** Manager

**Grade:** 8th Level

**Location:** Janaki Eye Hospital, Dhanusha, Province 2

**Responsible to:** Medical Director, Janaki Eye Hospital

**Supervision level:** Administrative and Management Units, Outreach programmes

**Coordination level:** Coordination with Hospital Management Committee, Medical Director, Outreach Clinics, Stakeholders, NRCS HQs and Beneficiaries

**Job purpose:**

* To oversee and manage health care facilities of Shree Janaki Eye Hospital(SJEH)
* To manage day to day office operation of the SJEH, manage staff and duties, operate daily office and health care services with high quality, customer service, finances and salaries, medicine and medical supplies, store, patient registration, medical reports and recordings, logistics, general administration and office management.
* To provide support in developing annual budget for hospital and extended services, overall manage budget, assure financial health, transparency.
* To develop and enhance cordial relationship with office staff, patients and customers, and stakeholders

In consultation with Health Service Department (HSD) , SJEH management committee and SJSH Medical Director formulate policies, strategies, guidelines and SOPs for hospital operations in line with NRCS HR policies and staff regulations and Code of conducts.

Carry out stipulated activities in close coordination with NRCS HQs. Maintain coordination and collaboration with stakeholders mainly Tilganga Eye Institute, Nepal Netra Jyoti Sang and government authorities.

**Job Duties and Responsibilities:**

**Enable NRCS to deliver effective eye care services to community**

* Contribute in achieving the targets set in eye care services.
* Represent NRCS in relevant provincial and district level fora, meetings and conferences related to eye care services
* Identify different challenges and opportunities of eye care services, suggest possible solutions and contribute to address challenges.
* Contribute and support NRCS, SJEH to provide quality eye care services as per national and global standards.
* Provide technical support to NRCS, SJEH in developing policies, strategic directions, guideline and SOP for quality eye care services in consultation with NRCS HSD, SJEH management committee.
* Support in coordination, management and monitoring & supervision of Shree Janaki Eye Hospital services and its outreach facilities
* Ensure the timely completion of projects and programmes, cost effectiveness, M&E and reporting.

**Support Shree Janaki Eye Hospital to improve its performance in eye care facilities**

* Provide administrative support to SJEH as per the JD
* Develop monitoring check list along with indicators to ensure quality of eye care services of SJEH
* Implement policies and strategies to achieve the objectives
* Identify the key deliverable of the hospital and develop annual plan of action/operation to achieve the same
* Produce periodic and annual progress reports and financial reports and submit to concerned
* Direct, guide and support hospital staff to deliver their duties and role
* Uphold staff motivation and keep conducive environment of the hospital
* Support staff in providing necessary training and skills
* Contribute for the implementation of community outreach programmes of eye services and develop monitoring checklist to identify strengths, weaknesses, challenges and opportunities
* Provide on-site and distant support for outreach services
* Enhance the public relationship among stakeholders and beneficiaries

**Management of Finance of the Janaki Eye Hospital**

* Support the Director and Finance to prepare annual budget of the SJEH
* Develop annual procurement plan and implement
* Identify and contract the vendors for annual procurement of medicines, supplies and other accessories of the hospital
* Establish the mechanism to track the daily collection of cash counter
* Regulate the monthly pay system of all employees
* Develop the fund raising strategies and implement
* Ensure cost efficiency and transparency as well as accountability in financial decisions
* Ensure annual financial auditing of the hospital
* Produce periodic and annual financial report

Ensure proper recording of physical asset, HR and land

Develop a plan on training needs assessment and prepare a list of staff they require training or HR development plan

* Develop duty roaster and mobilize staff adhering workload calculation
* Carry out RC orientation to staff and volunteers including COC ?
* Carry out orientation sessions in catchment areas having coordination with respective DCs

**Other job responsibility**

* As needed, represent as GESI and CEA focal person of the hospital
* Act as per the assigned responsibilities by Hospital Management Committee of SJEH, Secretary General and Executive Director of NRCS.

**Key Performance Indicator (KPI)**

* Upgraded quality of eye care services of SJEH
* Extended services of outreach activities
* Improved administration and management of SJEH
* Annual plan, budget and report of SJEH
* Improved image of SJEH among community and beneficiaries
* Improved motivation of staff and efficient team in place

**Reporting to:** Medical Director, JEH, Executive Director and Secretary General of NRCS

**Job Specification**

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| **Education** | **Required** | **Preferred** |
| Advanced University Degree (master's or equivalent) in Management, Business Administration or any other discipline  preferably Master's degree in Hospital Management , |  |  |
| **Experience** | **Required** | **Preferred** |
| At least 5 years of working experience in humanitarian or development sector with management role.  working experience on hospital management, |  |  |
| **Knowledge and Skills** | **Required** | **Preferred** |
| Knowledge of administration and management of office  Knowledge of applying policies and practices of health care facilities in community setting  Knowledge of project/programme management  Demonstrated good knowledge in health care system, medical billing, medical marketing and ethics  Experienced in managing community based health care services, professional ethics, integrity, ability to work in different socio-cultural settings, multitasking  Ability to analytical judgement and decision making  Knowledge of basics of Microsoft 365 and computer skills, knowledge of logistics management systems |  |  |

**Competencies and Values**

Leadership

Communication skills

Organizational skills