

Lubaga Hospital



Employment Opportunities

INTRODUCTION

Lubaga Hospital, founded in 1899 (incorporated as Uganda Martyrs Hospital Lubaga) is the second oldest health facility in the country. The facility is a Private-Not-for-Profit, owned by the Archdiocese of Kampala and accredited by the Uganda Catholic Medical Bureau. The Hospital offers Out-Patient and Inpatient services, Diagnostic services, Internal medicine, Maternity and Antenatal care, Paediatrics, Surgery, Physiotherapy, Public Health, Clinical Research and undertakes training of human resources for health. Lubaga Hospital has 250 beds and it is undergoing transformation in accordance with the Strategic Plan in order to meet the aspirations of society and also to become a health facility of choice. The Hospital Laboratory is in the process of getting ISO 15189 accreditation.

In response to the increasing demand for high quality healthcare services and the need to venture in specialised services, Lubaga Hospital is seeking to recruit highly qualified persons to fill the vacant positions stated herein:

Job Title:

Medical Director

Directorate	Medical
Reports to:	Executive Director
Responsible for:	Specialists, Medical Officers, Intern Doctors, Nursing, Pharmacy, Laboratory, Radiology, Physiotherapy
Interfaces with:	All hospital staff, Hospital Management and Board of Governors

MAIN PURPOSE OF THE JOB

The Medical Director (MD) is a member of the Hospital Senior Management Team and provides strategic leadership, management and operational direction of the Medical Directorate. The MD assures delivery of high quality health services to all patients in a timely manner and is the lead clinician in charge of Clinical Governance. The Medical Director ensures that all medical services and operations are in compliance with the applicable regulatory and licensing agencies. The Medical Director is responsible for the quality improvement process that seeks to improve patient care and outcomes. The Medical Director shares in the administrative and human resources functions which directly impact on medical services and collaborates with the Hospital Management Team in the developing and implementation of the hospital strategic plan.

KEY ROLES & RESPONSIBILITIES

1. Supervises clinical operations and assigned professional staff.
2. In consultation with the various department heads within the Directorate, advises the Hospital Management on the distribution and

efficient utilization of personnel. The MD actively participates in recruitment and performance management of medical staff.

3. Chairs the Clinical Quality Improvement Committee of the Hospital and directs Quality Improvement programs, advises on internal policies and procedures in order to maintain and improve the quality of patient care within the Hospital. The MD oversees the formulation and implementation of clinical protocols, and ensures that staff update themselves on existing protocols. The MD guides Clinical Audit.
4. Is responsible for ensuring continuous professional development of all clinical staff.
5. Develops and implements the Clinical Performance Measurement Tools to ensure staff competence and productivity.
6. Ensures compliance with the rules and regulations set by the various regulatory authorities such as KCCA, Atomic Energy Council, and National Drug Authority etc.
7. Serves as the final office in the handling of patient grievances and ensures that complaints are addressed to the satisfaction of the clients and staff.
8. Coordinates the preparation of monthly rotas for the various departments within the directorate to ensure maximum productivity and delivery of seamless patient services.
9. Defines and tracks Key Result Areas (KRAs) for the various departments in the Directorate.
10. Ensures that Morning Clinical meetings are held to address patient safety issues and follow up on recommendations made.

11. Chairs the Medicine and Therapeutics Committee in order to exercise oversight on the supply of medicines, quality, cost and promote rational use of medicines in the Hospital.
12. Provides technical guidance on medical equipment and health infrastructure development.
13. Participates in the annual budgeting process and provides clinical perspective to strategic planning and annual monitoring and evaluation process of the Strategic Plan.
14. Coordinates the Clinical Internship program in the Hospital for Government posted interns;
15. Prepares and submits the Medical Directorate performance report to the Executive Director on a quarterly basis.
16. Performs any other duties which may be reasonably assigned from time to time.

UNIQUE ASPECTS OF THE POSITION

The position of Medical Director requires the jobholder to be in position to:

- a) Deal with difficult and at times complex situations involving staff, patients and or family members;
- b) Work for long hours in situations requiring additional administrative support to clinical team members such as in mass casualty situations.
- c) Deliver bad news to patients and family members in a professional, empathetic, helpful and candid manner;
- d) Balance clinical responsibilities with administrative duties;

- e) Create and sustain balance of clinical care and client satisfaction based on a holistic approach.

EDUCATION, LICENSURE & WORKING EXPERIENCE

- a) Holder of A Bachelor's Degree in Medicine & Surgery (MBChB) obtained from a recognized institution of higher learning;
- b) Master's Degree in Medicine (MMED) in Emergency Medicine/Internal Medicine/ Obstetrics & Gynaecology Surgery/Paediatrics/Family Medicine obtained from a recognized institution of higher learning;
- c) Additional qualification in Management is of added advantage.
- d) At least three years of managerial experience obtained from a busy health facility.
- e) Licensed to practice medicine in Uganda.

PROFESSIONAL COMPETENCIES

- ✓ Exemplary in demonstrating ethical behaviour, taking responsibility and following through on tasks;
- ✓ Demonstrates care and concern for patients and have an in-depth understanding of complex patients and family dynamics;
- ✓ Communicates effectively with healthcare professionals, patients and their families;
- ✓ Reflects a caring and professional manner in all aspects of work;
- ✓ Consistently sensitive to cultural issues;

- ✓ Able to cope with a high and varied work load including emergency situations;
- ✓ Time management skills and ability to prioritise tasks;
- ✓ Dedicated team player;
- ✓ Computer literate;
- ✓ Has a commitment to quality and accuracy and is keen to learn and develop new skills;
- ✓ Knowledge of Quality Management Systems, clinical audit and accreditation principles, and a commitment of continuous quality improvement;
- ✓ Ability to maintain confidentiality with discretion at all times.
- ✓ Demonstrates initiative and flexibility.
- ✓ Highly proactive, resourceful and result oriented.

MANAGEMENT COMPETENCIES

- ✓ **Ability to think and act strategically** - have a clear understanding of Lubaga Hospital's philosophy, vision, direction and be able to disseminate this to the team and results;
- ✓ **Good interpersonal and communication (verbal & written) skills** - including ability to communicate to others their roles and responsibilities at all levels and ensures they appreciate their contribution in terms of success of the Hospital;
- ✓ **Ability to motivate others** - being able to identify what employees aspire to attain, their needs and respond to them appropriately;

- ✓ **Ability to develop others** - being able to optimise talents through training, feedback processes, seeing people in terms of strengths and their key developmental aspects;
- ✓ **Competency in resource budgeting and planning** – able to spearhead the planning process of the Directorate by taking into account competing aspects, short and long agenda and the need to transfer Lubaga into a health facility of choice;
- ✓ **Knowledge and ability to use Hospital Management Information Systems** – ability to analyse data and creating meaning.

Job Title:	Laboratory Manager
Reports to:	Medical Director
Responsible for:	Laboratory Technologist & Technicians
Interfaces with:	Clinicians, Patients, Nurses, Procurement staff & Management Team
Department:	Laboratory

MAIN PURPOSE OF THE JOB

To provide strategic leadership, management and support to the Medical Laboratory staff and operations in order to enhance Hospital efficiency. Ensure the delivery of high quality diagnostic products, services and information; Provides technical oversight to the Hospital's laboratory

functions; The Laboratory Manager is a Member of the Hospital Management Team.

KEY ROLES & RESPONSIBILITIES

1. Develops and monitors the implementation of the Hospital Laboratory department's work plans to ensure achievement of set objectives.
2. Undertakes budgetary planning for the Hospital Laboratory and guarantees accountability of resources in accordance with Hospital policies, procedures and best practice.
3. Supports the Human Resource Department in ensuring that Hospital Laboratory staff hired have the necessary qualifications, competence and experience to perform the duties assigned to them.
4. Maintains medical laboratory productivity by monitoring workload of functional areas; identifying peak and off-peak periods; making operational or staffing adjustment.
5. Spearheads the performance management system in the laboratory, ensures that staff undergo regular performance assessment and assists in identifying training needs and reviewing job descriptions.
6. Develops and implements Standard Operating Procedures to ensure that testing methodology used is in conformity with National and International standards.
7. Complies with National and professional licensure requirements by providing in-service continuing professional development programs for all Laboratory staff and monitoring outcomes.

8. Actively seeks new opportunities to expand the Hospital Laboratory's testing menu to ensure it is commensurate with the level of services provided.
9. Maintains Hospital Laboratory equipment performance by establishing quality standards; developing operations, quality, and troubleshooting procedures; ensuring staff compliance; certifying equipment performance; arranging equipment replacement, service, and repair.
10. Oversees implementation of laboratory quality assurance program to ensure accurate, reliable and timely reporting of laboratory results.
11. Maintains medical laboratory information system by identifying information needs and problems; recommending improvements; establishing priorities; testing; writing user manuals; training employees; maintaining security and confidentiality.
12. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
13. Participates in Hospital research programs; guide the laboratory staff in generating research ideas, writing research proposals as well as documenting and disseminating research findings.
14. Exercise oversight on Laboratory Training Program. Instructs physicians, nurses, patients, and students in testing methodology and on the importance of the various medical laboratory systems.
15. Maintains medical laboratory supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.

16. Monitors bills for services in reference to the stock inventory data to ensure financial sustainability of the Hospital Laboratory as a strategic business unit.
17. Maintains a robust Medical Laboratory Safety Program.
18. Provides administrative support to the Hospital by acting as member of the Hospital Management Team.
19. Performs any other duties which may be assigned from time to time.

UNIQUE ASPECTS OF THE POSITION

The position of Laboratory Manager requires the jobholder to be in position to:

- a) Deal with emergency, complex and pressing demands from clinicians, patients and family members;
- b) Work for long hours due to emergencies, increasing workload and the need to provide professional support to team members;
Balance laboratory responsibilities with organizing, networking, negotiating or reviewing activities with the objective to sustain high quality service delivery;

EDUCATION & WORKING EXPERIENCE

- a) A Bachelor's Degree in Medical Laboratory Sciences or equivalent obtained from a recognized institution of higher learning;
- b) Postgraduate training in relevant fields such as Laboratory Medicine, Laboratory Quality Management, Business Management, etc. is of added advantage.

- c) Registered with the Allied Health Professionals Council and with a valid Annual Practicing License.
- d) A minimum of ten (10) years practical working experience obtained from a busy laboratory environment with at least five (5) years of Management practice.

PROFESSIONAL COMPETENCIES

- ✓ Management skills
- ✓ Excellent communicator, both verbal and written
- ✓ Presenting Technical Information
- ✓ Equipment Maintenance
- ✓ Training skills
- ✓ Analytical skills
- ✓ Quality Focus
- ✓ Technical Understanding of Clinical Lab Testing

Job Title:	Laboratory Quality Officer
Reports to:	Laboratory Manager
Interfaces with:	Clinicians, Laboratory Staff and Hospital Management Team
Department:	Laboratory

MAIN PURPOSE OF THE JOB

The Laboratory Quality Officer coordinates and maintains the quality system of the laboratory, ensuring compliance with ISO 15189 (Medical Laboratories) and any other statutory guidelines.

KEY ROLES & RESPONSIBILITIES

1. Maintains, coordinates and monitors the laboratory Quality Assurance program;
 - ✓ Update, revise, and maintain the Laboratory's Quality Assurance Manual, Standard Operating Procedures, and other quality documents.
 - ✓ Interpretation of current ISO standards as they apply to Medical Laboratory at Lubaga Hospital.
 - ✓ Develop Quality Indicators to assess the performance of laboratory operations and error rates.
 - ✓ Perform internal audits of the Laboratory, including both technical and quality systems audits.
 - ✓ Perform and document corrective action, including follow-up monitoring to gauge the effectiveness of the corrective action.
2. Assist Laboratory Manager with administrative duties as necessary including but not limited to the following:
 - ✓ Documenting QA/QC requirements and generating flow charts.
 - ✓ Generating and/or reviewing analytical reports
 - ✓ Monitor the status of laboratory supplies
 - ✓ Ordering lab supplies as needed
 - ✓ Contacting lab customers

- ✓ Monitoring turn-around times
 - ✓ Maintain weekly schedules and report any changes to the Lab Manager
3. Perform analytical tests in the laboratory as assigned by the Laboratory Manager and immediately report any problems with tests, equipment or results to the Laboratory Manager.
 4. Obtain/maintain laboratory certifications and complete QA/QC assignments by:
 - ✓ Performing sterility testing on containers and environment sampling
 - ✓ Calibration of lab equipment
 - ✓ Coordinate and maintain records of the External Quality Assurance Program
 5. Coordinate competency assessment of all Lab staff on all lab test procedures
 - ✓ Maintain current competency scores for all staff in the laboratory
 - ✓ Maintain training records for all laboratory staff including training needs
 6. Promote good customer relations with all Lubaga Hospital clients by ensuring that:
 - ✓ All Lab staff maintain a professional appearance.
 - ✓ Staff are polite and courteous to all clients in person and on the telephone.
 - ✓ Providing appropriate paperwork and containers to customers as needed.
 - ✓ Answering customer questions or direct questions to appropriate personnel.
 7. Performs any other duties which may be assigned from time to time.

UNIQUE ASPECTS OF THE POSITION

The position of QA/QC Officer requires the jobholder to be in position to:

- a) Consistently and logically question the way things are done in the laboratory;
- b) Initiate and sustain change management by overcoming resistance;
- c) Make employee in laboratory to be more accountable in the course of performing duty;
- d) Work for long hours due to emergencies, workload and the need to provide professional support to team members;
- e) Balance laboratory responsibilities with organizing, networking, negotiating or reviewing activities with the objective to sustain high quality service delivery;

PROFESSIONAL COMPETENCIES

- ✓ Excellent communicator both verbal and written;
- ✓ Coaching and assessing skills;
- ✓ Coaching and mentoring skills;
- ✓ Resilient Practitioner;
- ✓ Time management skills;
- ✓ Ability to work as part of a team, as a role model, empowering and motivating other team members;
- ✓ Ability to build effective working relationships with staff across a wide range of professional and managerial groups;
- ✓ Ability to work with minimal supervision;
- ✓ Shows appropriate professional and personal boundaries;
- ✓ Good assertiveness skills;

EMPLOYMENT TERMS

Three Years Employment Contract renewable based on performance

REMUNERATION

Competitive remuneration packages

HOW TO APPLY

All interested and qualified persons should submit the following in a sealed envelope clearly marked “**Application for the Position of**

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- ✓ Cover letter,
- ✓ Updated and detailed Curriculum Vitae/ Resume, with names, contact telephone number, and email address of three (3) professional referees.
- ✓ Copies of Academic Transcript and Certificates.
- ✓ Any other information deemed necessary.

Addressed & delivered to:

The Human Resource Manager
Lubaga Hospital
P.O. Box 14130
Kampala, Uganda

Deadline for Submission is March 11th 2019 at 17 hours