



THE QUEEN ELIZABETH HOSPITAL

JOB DESCRIPTION

JOB TITLE: Director of Medical Services

SALARY SCALE: Contract

DEPARTMENT: Medical Services Department

REPORTS TO: Chief Operations Officer

DIRECT REPORTS: Executive Secretary/Secretary, Head Emergency Ambulance Service, Head Accident and Emergency, Head Anaesthesia, Head Otolaryngology, Head Family Medicine, Head Cardiovascular Services, Head Obstetrics and Gynaecology, Head Ophthalmology, Head Internal Medicine, Head Paediatrics, Head of Surgery, Head Orthopaedic Surgery, Head Psychiatry, Head Oncology and Nuclear Medicine

JOB SUMMARY

Under the direction of Chief Executive Officer, the Medical Director plans and directs all aspects of clinical governance policies and programs. He/she is responsible for the strategic clinical leadership and ensures all clinical compliance, as well as identifies opportunities to improve efficiency and effectiveness of patient care. He/she would provide advice to the Executive Directors on the clinical management of health care delivery system.

The Director contributes to and participates in the corporate management and governance of the hospital and provides executive leadership for patient care and safety. This leadership role involves ensuring compliance with healthcare

regulations, developing policies and working closely with medical staff to enhance patient care.

DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

Corporate Management and Governance

1. Ensures that professional expertise in the areas of Corporate and Clinical Governance is available to the Chief Executive Officer;
2. Provides leadership in the coordination of medical and administrative policies and procedures in support of clinical governance;
3. Attends and presents clinical reports at all executive meetings as deemed necessary;
4. Communicates Board and administrative goals, objectives, policies and procedures and concerns to clinical staff;
5. Approves continuing professional education, in-service training and orientation of new staff;
6. Collaborates with the Chief Executive Officer in reviewing progress towards meeting clinical goals;
7. Provides clinical leadership in the development and review of appropriate clinical protocols and processes that support appropriate referrals and consistent care;
8. Ensures that the licensing, certification and other legal requirements of health care professionals;
9. Responsible for manpower planning, recruitment and credentialing of medical staff and other staff in directorates;
10. Oversees the initiation and implementation medical audits as required by hospital's standards;
11. Communicates Hospital's standards and expectations to medical and support teams;
12. Oversees the evaluation of work performance of all personnel who report to the directorates;

13. Counsels staff on personal and work problems as required;
14. Address medical errors and implement corrective action plans.

Management of Physical and Financial Resources

15. Assumes ultimate responsibility for the medical budget;
16. Contributes to the process of approving the procurement of equipment, supplies and furniture;
17. Ensures that supplementary staffing is effectively and efficiently managed and supports the needs of the service;

Service Development

18. Advises in the development of new clinical programmes based on population needs and emerging new technologies
19. Works closely with medical staff to ensure that the medical service is well integrated with existing capabilities, education and quality initiatives;
20. Reviews and resolves patient complaints when necessary;
21. Maintains an ongoing continuous medical education program for the staff of the directorates;

Clinical Quality and Patient Safety

22. Requests periodic quality assurance/ improvement reports as necessary;
23. Conducts monthly quality improvement meeting and periodic team meetings for the operational and administrative functions of the medical services;
24. Conducts ad hoc meetings to support team members with clinical advice;
25. Ensures that drug procurement, storage and distributions are done according to the standards, policies and procedures;
26. Is responsible for the accreditation of the particular medical services and for implementing, maintaining and improving quality standards at the hospital;
27. Oversees the development and maintenance of continuous quality improvement programs by monitoring and supporting medical quality improvement plan;

- 28.Reviews patient satisfaction surveys relating to medical teams and takes required measures as necessary;
- 29.Facilitates in the development, implementation and operation of the quality assurance and improvement programmes;
- 30.Establishes, reviews and maintains clinical policies and procedures, which should be revised annually;
- 31.Conducts review of adverse events in the clinical practice as necessary;
- 32.Ensures the highest standard of ethical clinical practices in the hospital is maintained;
- 33.Participates in quality improvement initiatives by offering advice and support to ensure the delivery of a comprehensive and professionally competent patient care service which embeds clinical governance, quality assurance and audit within clinical practice;
- 34.Promotes an open learning culture, ensuring that lessons are learnt and embedded in practice;
- 35.Leads the implementation of the Hospital's Patient Safety Programme, ensuring that progress is made at all levels of the directorate;
36. Supports clinical research and evidence-based medical practices.

Patient Focus

- 37.Leads the forum for the discussion of ethical, medical and moral concerns that arise in medical services care delivery;
- 38.Leads the development of annual work plans to ensure that they are in line with the requirements of the hospital's services and standards;
- 39.Leads and supports effective public engagement and consultation exercises, ensuring that service developments reflect and incorporate the views of all stakeholders;
- 40.Utilises the expertise of other departments and services to address clinical issues in facilitating delivery of quality patient services;

General

41. Conducts all of the above consistent with established ideals, standards and policies of the corporation and the ethics of the profession of hospital administration.
42. Keeps abreast of new technologies and trends in the health care industry to inform decision-making and strategic planning;
43. Observes health and safety protocols in the execution of duties;
44. Using customer service skills establishes and maintains effective working relationships_with other employees, officials and members of the general public.

KNOWLEDGE, SKILLS & ABILITIES

1. Evidence of medical leadership in the following areas in the areas of policy development and implementation and change management.
2. Knowledge of incident review and complaints resolution.
3. Knowledge of budget preparation.
4. Knowledge of grievance procedures and disciplinary codes.
5. Knowledge of workforce modernisation and redesign.
6. Knowledge and application of quality improvement programmes.
7. Excellent communication skills.
8. Skilled at integrating and assimilating clinical information gained from other care providers.
9. Skilled at making medical decisions regarding medical care needs of the patients.
10. Demonstrates leadership skills in principles of team building, motivating others, conflict management/resolution and negotiation.
11. Skilled in effective listening and critical observations and utilizing the information gained for effective problem solving.
12. Skilled at organizing and presenting information systematically.
13. Skilled in the use of modern office equipment and in Microsoft software applications.
14. Skilled in change management.

15. Ability to understand of human resources issues and procedures.
16. Ability to systematically organise and direct others.
17. Ability to deal with difficult and sensitive situations with tact and diplomacy.
18. Ability to guide the continual professional development of the team to ensure existing and future institutional needs is met.

REQUIRED TRAITS

- | | |
|--------------------------------|-----------------|
| • Emotional Intelligence | • Dedication |
| • Empathy | • Dependability |
| • Accountability | • Integrity |
| • Collaboration | • Co-operation |
| • Flexibility and Adaptability | • Influential |
| • Initiative | |

EDUCATION AND EXPERIENCE

- A fully registered practitioner under the Medical Registration Act of not less than twelve years;
- A minimum of six years in a Consultant post with relevant post graduate qualifications; and
- A postgraduate qualification in Health Administration, Public Health or related field, is highly desirable.
- Proven experience in clinical leadership or health administration is an asset.

ADDITIONAL INFORMATION ABOUT THE ROLE OF DIRECTOR MEDICAL SERVICES

The Queen Elizabeth Hospital (QEH) is seeking a visionary, dynamic, and committed professional to join our team as the Director of Medical Services. This senior executive leadership role offers the opportunity to make a meaningful impact on the hospital's clinical services and patient care. The successful candidate will play a pivotal role in leading our clinical teams, improving patient outcomes, and fostering a culture of excellence, safety, and compassion in healthcare delivery.

Remuneration: BBD \$160,409.16

Allowances - Telephone - BDS\$1,934.16 / US\$967.08 annually

Entertainment - BDS\$15,450.00 / US\$7,725.00 annually

Contract gratuity - 20% of annual salary

As Director of Medical Services, you will be at the helm of several key initiatives aimed at driving transformative improvements in the care we provide at the QEH. These initiatives will focus on enhancing quality, clinical safety and responsiveness of our services while ensuring that patients are treated with the utmost respect, dignity, and compassion. In this role you will be instrumental in leading transformative initiatives that align with QEH's strategic priorities. These include:

- **Enhancing clinical safety** through the implementation of advanced safety protocols aimed at reducing risk and improving patient outcomes.
- **Expanding access and innovation** by integrating telemedicine and modern diagnostic technologies to deliver more efficient, accessible, and patient-centered care.
- **Developing specialized services** that respond to changing healthcare needs, with a focus on elderly care, chronic disease management, and emerging medical sub-specialties.
- **Cultivating a culture of excellence** by promoting collaboration, shared decision-making, and continuous learning across multidisciplinary clinical teams.

Why Join Us:

At QEH, we are committed to improving the health and well-being of our community through exceptional care and continuous innovation. As the Director of Medical Services, you will be at the forefront of leading transformative change, enhancing clinical services, and making a significant impact on patient care. Join a hospital that values leadership, collaboration, and the pursuit of excellence.

Selection Process:

The selection process may include psychometric and emotional intelligence assessments, submission of an electronic portfolio, reference checks and one or more interviews.

How to Apply:

Interested and suitably qualified candidates are invited to submit a detailed CV and cover letter outlining their qualifications via email to: applications@qeh.gov.bb

Application deadline: July 11th, 2025, at 4:30 p.m.

QEH is an equal opportunity employer and values diversity in its workforce. Join us in shaping the future of healthcare at the Queen Elizabeth Hospital.