

## THE LEBANESE ASSOCIATION OF THE KNIGHTS OF MALTA (LAKM) / ORDER OF MALTA LEBANON, HAS A VACANCY FOR A **HEALTHCARE CENTER ADMINISTRATOR**

### ABOUT US

The Order of Malta Lebanon has been operating in the health and social welfare sectors since 1957. It manages a network of 30 projects serving the most vulnerable populations, across the Lebanese territory including primary healthcare centers, mobile medical units, elderly day care centers, hosting centers for the differently-abled and projects for the displaced and refugees.

The Order of Malta Lebanon, has developed a comprehensive multi-annual program to strengthen its social and health services as well as its structures.

In this framework, and for its Zouk healthcare center, the Lebanese Association of the Knights of Malta / Order of Malta Lebanon is looking for a seasoned

### **Healthcare Center Administrator**

### JOB LOCATION

Zouk Mikael (Kesrouan)

### JOB SUMMARY

Implements, oversees and enhances the day to day healthcare center administrative, medical & social activities and operations in order to fulfill quality, service level and productivity requirements and increase center's influence within the region in alignment with LAKM goals and applicable laws and regulations. The Administrator is responsible for the administrative and financial management of the centers, people management, monitoring of indicators and compliance with LAKM values, policies and procedures.

### RESPONSIBILITIES

#### Outreach

- Collaborates with local community leaders (mayors, schools, religious entities) to identify the needs of the population and reports back needs to LKAM management
- Promotes healthcare center services within the community to increase number of acts
- Organizes outreach activities in partnership with the center's physician and the social worker

- Implements awareness campaigns and activities related to various projects
- Collaborates with the research coordinator on conducting studies consistent with research plans
- Participates to committees, task forces and local events held by various parties (municipalities, schools, ...) in order to enhance center's visibility and promote its services

### **Operations**

- Communicates 3-5 years plan to staff and collaborates with all parties (financial, administrative, medical, human resources, materials aspects, ...) for its implementation
- Prepares center's annual budget with various functions, monitors budgets spending across the year
- Plans, organizes and manages operations and activities of the healthcare center
- Tracks KPIs, measures scores and leverages results for continuous improvement
- Conducts audits and analyzes results with center's leads to guarantee that patient care meets established targets and generates suggestions to improve service levels
- Organizes and monitors work schedules, attendance, vacations and physicians' home visits
- Implements healthcare center policies and procedures (HR, Finance, Accounting, Safety and security, etc.), oversees activities and ensures communication, awareness and compliance
- Supervises implementation of accreditation processes to meet established and targeted standards
- Validates and approves payments (salaries, purchasing, etc.) based on budget and company's standards and guidelines
- Organizes scheduled maintenance of equipment and ensures materials are stored as per standards
- Investigates accidents and suggests corrective actions in order to improve safety and security
- Monitors activities and stock levels (pharmacy, laboratory, dentistry, etc.), regulates monthly orders and optimizes inventory and materials' management operations (in collaboration with others)
- Oversees inventory control activities of materials, equipment, items for different functions (pharmacy, dentistry, laboratory, imagery)
- Generates and delivers reports (bi-monthly, monthly, etc.) on activities, processes and operations (campaigns data, patients' records, inventories, laboratory activities, P&L, cash flow, accidents, ...)

### People management

- Identifies recruitment needs, participates to interviews in line with recruitment approach and on boards new comers ensuring a smooth integration
- Aligns healthcare center's goals to broader goals, sets up performance indicators, and ensures all staff have clearly defined objectives to deliver and monitors their execution
- Administers the annual performance appraisal process ensuring fair assessment
- Identifies employees' development needs, implements training plans (medical and non-medical)
- Promotes a one team spirit, a culture of feedback and openness and a healthy work environment

### QUALIFICATIONS

- University degree in Business, Economics, or equivalent. A degree in the medical field (pharmacy, dentistry, biology, public health, nursing, ...) is a plus
- An overall of 10 years' experience with at least 5 in a similar managerial position
- Good knowledge and understanding of the healthcare services ecosystem and financial principles
- Demonstrated ability to lead and manage a team within a matrix environment
- Strong ability to prioritize, plan and drive activities
- Excellent communication and representation skills
- Ability to influence others, mediate and facilitate differences among multiple stakeholders
- Strong networking and collaborations skills with an ability to build successful partnership relations within and across the healthcare center in a demanding working environment
- Proficiency in Microsoft Office Suite (Word, Excel, ppt) and electronic filing
- Experience with an ERP is a must. Working experience with Phenics is a plus
- Arabic is a must with one additional language at least (English and/or French)

### HOW TO APPLY

Kindly send your resume to [recrutement@ordredemalteliban.org](mailto:recrutement@ordredemalteliban.org) specifying the position name in the subject by **December 23, 2020**

*\*Only short-listed candidates will be contacted*