

**DOMINICA HOSPITALS AUTHORITY  
VACANCY ANNOUNCEMENT: QUALITY MANAGER  
DOMINICA CHINA FRIENDSHIP HOSPITAL**

Applications are invited from suitably qualified persons for the position of **Quality Manager**. The Quality Manager is responsible for monitoring, inspecting and proposing measures to correct or improve the clinical services of the Dominica Hospitals Authority in compliance with all applicable laws, regulations and accreditation standards; coordinates the development of Standard Operating Procedures; coordinates a Risk Management Program; manages a Charter of Patients' Rights and Obligations; develops and maintains a system for auditing and monitoring the operations and services; organizes quality training activities and effectively executes the Performance Management System for the unit and performs other activities.

**Education and Experiences:**

1. A Master's Degree in Health Administration, Health Information Management, Nursing Administration or Quality Management with a minimum of two (2) years experience in a managerial or supervisory position

OR

2. A Bachelor's Degree in the field of Quality Management, Health Administration, Health Information Management, Nursing Administration, or Quality Management with a minimum of five (5) years of experience in a Managerial or Supervisory position.
3. Proven knowledge of service delivery systems in a health facility or a service-oriented business organization; and
4. Working knowledge of Quality Management and Standard Operating Procedures.

**Competencies, Skills and Other Characteristics**

1. Action-oriented, able to set and achieve targets, overcome obstacles, accept responsibility, establish standards, create a result-oriented environment, and follow through on actions;
2. Highly motivated and possess leadership skills to empower, inspire and collaborate with others;
3. Operate with the highest level of confidentiality and trust;

4. Critical thinking skills and the ability to analyze, evaluate and solve various problems with strong attention to detail;
5. the ability to lead and motivate staff;
6. Possess strong decision-making skills and excellent verbal and written communication skills; and
7. At least five (5) years of working experience as a nurse or other clinical skills will be an added advantage.

**Duties (included but not limited to)**

1. Monitor, inspect and propose measures to correct or improve the services of the Dominica Hospital Authority to meet established standards;
2. Coordinate the development of Standard Operating Procedures in collaboration with Heads of Department;
3. Coordinate a Risk Management Programme for the effective improvement of quality services;
4. Manage a Charter of Patients' Rights and Obligations which seeks to support safe quality care for patients;
5. Develop and maintain a system for auditing and monitoring the operations and services of the hospital; and
6. Perform other related activities to facilitate the functioning of the Quality Department.

**Terms and Conditions:**

The successful applicant will receive a compensation package based on qualifications and experience. The position will be on a contractual basis for two (2) years with the possibility of renewal upon satisfactory performance. Gratuity will also be paid upon successful completion of the contract.

**Address for Applications:**

Applications should be sent under **CONFIDENTIAL** cover to the Human Resources Manager, Dominica Hospitals Authority, Dominica China Friendship Hospital, Goodwill, Dominica, W.I. Applications must be sent to [matthewhendersono@domhospitals.dm](mailto:matthewhendersono@domhospitals.dm) or [hrm@domhospitals.dm](mailto:hrm@domhospitals.dm). Evidence of formal qualifications and the names and contact details of two (2) referees, professional referees, should be included in the Letter of Application.

**Closing Date:** The closing date for the receipt of applications is **Friday, November 08<sup>th</sup> 2024**.