

JOB DESCRIPTION

Position Title: Director Anti-Quackery

Qualification

- Masters in Hospital Administration/Public Administration/ Public Health/Medicine/Pharmaceutical Sciences/Equivalent; duly recognized by HEC/PMDC.
- Additional qualification in law shall be preferred.

Experience

- A minimum of fifteen years of experience in the relevant field

Skills

- Competence in understanding and interpretation of relevant laws, rules & regulations
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate Computer skills

Organizational relationship

He will report to the CEO, co-ordinate with all the Directors and supervise Addl. Director Anti-Quackery

Responsibilities and Authorities

(1) He shall assist the CEO to:

- (a) Perform such functions and exercise such powers as may be required to ban quackery
- (b) Develop, update & implement Anti Quackery strategies and measures
- (c) Coordinate with key stakeholders such as Health Department, DGHSS, DHOs and other district authorities including district administration, police & municipal authorities etc. for conduction of anti-quackery activities/campaigns
- (d) Keep proper record of the anti-quackery activities, results achieved and all other ancillary matters
- (e) Prepare monthly & quarterly reports, and annual report of the Anti-Quackery activities and submit the same to the CEO, within one month of the end of each financial year

(2) He shall devote his whole time and attention to the affairs of his directorate.

(3) He shall perform any other task assigned by the CEO.

Position Title: Director Complaints

Qualification

- MBBS with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution.
- Additional qualification in law shall be preferred.

Experience

- 15 years' experience of working in healthcare establishments in the public/private sector with experience of acting as inquiry officer/member inquiry committee, in a regular inquiry for at least three times

Skills

- Thorough understanding of inquiry procedure with expertise in recording evidence
- Excellent communication and presentation skills
- Excellent correspondence skills
- Adequate Computer skills

Organizational relationship

He will report to the CEO, co-ordinate with all the Directors, supervise Addl. Director Complaints

Responsibilities and Authorities

(1) He shall assist the CEO to:

- (a) Enquire and investigate into maladministration, malpractice and failures in the provision of healthcare services or any employee of the healthcare service provider and issue consequential advice and orders;
- (b) Impose and collect penalties on violation, breach or noncompliance of the provisions of this Act, rules, regulations, standing orders and instructions issued from time to time;
- (c) Advocate rights and responsibilities of recipients and providers of the healthcare services;
- (d) Take cognizance of any case of harassment of healthcare service provider or damage to healthcare establishment property and may refer such a case to the competent forum.
- (e) Impose fine on the complainant up to two hundred thousand rupee, if the complaint, submitted by him, is proved false.
- (f) Impose a fine which may extend to five hundred thousand rupees on the person who, in the opinion of the Commission, fails to comply with the final decision or recommendation of the Commission.

- (g) Impose a fine which may extend to fifty thousand rupees on a person who obstructs, hinders or impedes an Inspection Team in the performance of its function or execution of its duty.
- (h) Impose a fine which may extend to fifty thousand rupees upon a licensee or healthcare service provider who -
 - i. Refuses or fails, without reasonable cause, to furnish any information to the inspection team;
 - ii. Gives any false or misleading information to the inspection team.
- (i) Prepare quarterly reports, and annual performance report and submit the same to the CEO, within one month of the end of each financial year
- (2) He shall devote his whole time and attention to the affairs of his directorate.
- (3) He shall perform any other task assigned by the CEO

Position Title: Deputy Director Complaints

Qualification

- MBBS with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution.
- Additional qualification in law shall be preferred.

Experience

A minimum of nine year experience of working in healthcare establishments in the public/private sector with experience of acting as inquiry officer/member inquiry committee for at least three times

Skills

- Thorough understanding of inquiry procedure with expertise in recording evidence
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate computer skills

Organizational relationship

He will report to the Addl. Director Complaints, co-ordinate with Deputy Directors of the Commission and supervise the subordinate staff

Responsibilities and Authorities

- (1) He shall look after the duties of the Addl. Director Complaints in his absence.
- (2) He shall assist the Addl. Director Complaints in discharge of his duties.
- (3) He shall prepare monthly, quarterly and annual reports of the complaints dealt under the Act by his directorate and submit the same to the Addl. Director Complaints, for onward transmission to the Director M&E through proper channel, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual report.
- (4) He shall devote his whole time and attention to the affairs of his directorate.
- (5) He shall perform any other task assigned by the Director Complaints.

Position Title: Complaints Manager

Qualifications

- A medical graduate with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution.
- Additional qualification in law shall be preferred.

Experience

A minimum of four year experience of working in healthcare establishments in the public/private sector

Skills

- Thorough understanding of inquiry procedure with expertise in recording evidence
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate computer skills

Organizational relationship

He will report to the Deputy Director Complaints, coordinate with equivalent rank staff of the Commission and supervise his subordinate staff.

Responsibilities

- (1) He shall look after duties of Deputy Director Complaints in his absence.
- (2) He shall assist the Deputy Director Complaints in discharge of his responsibilities.
- (3) He shall facilitate the parties in their participation in the inquiry/investigation.
- (4) He shall organize conduction of inquiry/investigation.
- (5) He shall maintain proper record of each and every case.
- (6) He shall maintain confidentiality regarding inquiry/investigation process.
- (7) He shall be responsible to communicate results of investigation to the parties, after conclusion of the proceedings and approval of the competent authority.
- (8) He shall devote his whole time and attention to the affairs of his directorate.
- (9) He shall perform any other duty assigned by the Director Complaints.

Position Title: Deputy Director Inspection**Qualification**

MBBS with post-graduation in Hospital Administration/ Management/ Public Health/equivalent degree recognized by PMDC/HEC

Experience

A minimum of nine years of experience of working in healthcare in the public or private sector with at least one year experience as health manager

Skills

- Ability to interpret policies, laws, regulations, rules and Service Delivery Standards applicable to healthcare facilities, services and health professionals
- Thorough understanding of hospital procedures and quality assurance
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate computer skills

Organizational relationship

He will report to the Addl. Director Inspection, co-ordinate with other Deputy Directors of his directorate and supervise his subordinate staff.

Responsibilities and Authorities

- (1) He shall look after duties of the Addl. Director Inspection in his absence.
- (2) He shall assist the Addl. Director Inspection in discharge of his duties.
- (3) He shall work in the field as member inspection team, in the capacity of employee of the Commission U/S 2(xviii) of the Act.
- (4) He shall devote his whole time and attention to the affairs of his directorate.
- (5) He shall perform any other task assigned by the Director Licensing & Accreditation.

Position Title: Assistant Director Anti-Quackery

Qualification

- Masters in Hospital Administration/Public Administration/ Public Health/Medicine/Pharmaceutical Sciences/Equivalent; duly recognized by HEC/PMDC.
- Additional qualification in law shall be preferred.

Experience

- A minimum of six years of experience in the relevant field

Skills

- Competence in understanding and interpretation of relevant laws, rules & regulations
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate Computer skills

Organizational relationship

He will report to the Deputy Director Anti-Quackery, co-ordinate with all the Assistant Directors of the Commission and supervise Anti-Quackery Assistant

Responsibilities and Authorities

- (4) He shall look after the duties of the Deputy Director Anti-Quackery in his absence.
- (5) He shall assist the Deputy Director Anti-Quackery to:
 - (a) Conduct anti-quackery campaigns on regular basis.
 - (b) Keep proper record of the anti-quackery activities, results achieved and all other ancillary matters
 - (c) Prepare monthly, quarterly and annual reports of the Anti-Quackery activities and submit the same to the Addl. Director Anti-Quackery, for onward transmission to the Director M&E through proper channel, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual report
- (6) He shall devote his whole time and attention to the affairs of his directorate.
- (7) He shall perform any other task assigned by the Director Anti-Quackery

Position Title: Monitoring & Evaluation Officer

Qualification

MBBS with post-graduation in Hospital Administration/ Management/ Public Health/Administration/equivalent degree recognized by PMDC/HEC

Experience

A minimum of four years of experience with at least one year of experience in monitoring and evaluation

Skills

- Comprehensive understanding of planning, monitoring & evaluation processes, data management and report writing
- Adequate Computer skills
- Adequate communication and presentation skills
- Adequate correspondence skills

Organizational relationship

He will report to the Deputy Director M&E and co-ordinate with the relevant staff of the other Directorates.

Responsibilities and Authorities

(1) He shall assist the Deputy Director M&E to:

- Ensure Directorate-wise preparation and implementation of periodic action plan.
- Monitor Key Performance Indicators (KPIs) for all Directorates of the Commission.
- Monitor & evaluate performance of all the Directorates.
- Conduct supportive supervision of the inspection teams working in the field.
- Identify areas for improvement and suggest measures for the same.
- Conduct capacity building sessions on the use of M&E tools and procedures.
- Ensure proper maintenance of record of all M&E activities/reports.
- Analyze monthly, quarterly and annual performance reports submitted by all the Directorates and settle queries if any.
- Prepare comprehensive monthly, quarterly and annual reports, on the activities and performance of the Commission and submit the same to the CEO regularly, through proper channel, within one month for monthly and within two months for quarterly/annual reports. The CEO shall place the reports before the Board for approval and, after taking approval of the Board, shall submit a copy of the annual report to the Govt. and make it available for public as well, within ninety days, U/S 34(1) of the Act.

(2) He shall devote his whole time and attention to the affairs of his Directorate.

(3) He shall perform any other task assigned by the Director M&E.

Position Title: Finance/Payroll Assistant

Qualifications

ACCA/CA((Intermediate))/ICMA (Part Qualified)/MBA in Finance with Consolidated GPA of 3.0 from reputable/recognized institution

Experience

A minimum of Three (03) years of relevant experience with at least one year experience as **Finance/Payroll Assistant**/equivalent

Skills

- Thorough understanding of Public Sector accounting principles,
- Updated knowledge and understanding of Government Departments working flows and documents approval/movement procedures,
- Adequate knowledge of Accounting/Payroll software/ERP,
- Thorough understanding of services rules and general personnel affairs will be advantage.
- Adequate knowledge of dealing with financial and Government Audit and Audit of management system.
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate computer skills

Organizational relationship

He will report to the Deputy Director Finance, coordinate with the other managers and staff.

Responsibilities

(1) He shall assist the Deputy Director Finance to:

- Prepare and maintain record of disbursement of pay and allowances to the staff.
- Provide Assistance in Maintaining Cash Book, Ledger, Voucher Register, Petty Cash Register and other supporting documentation related to Finance and Accounts
- Provide Assistance in maintaining auditable record of all financial transactions.
- Provide Assistance in maintaining liaison with the auditors on all audit matters.

(2) He shall devote his whole time and attention to the affairs of his Directorate.

(3) He shall perform any other task assigned by the Director Finance.

Position Title: Assistant Admin Manager

Qualifications

Minimum Bachelors in Business Management; duly recognized by HEC

Experience

A minimum of five years of experience in administration and handling reception and cash. Preference will be given to those having worked in health sector

Skills

- Adequate management skills
- Adequate computer skills
- Adequate communication skills

Organizational relationship

He will report to the Admin Manager, coordinate with the other staff and supervise Naib Qasids, Security Guards, Mali and Sanitary Workers.

Responsibilities

(1) He shall assist the Admin Manager to:

- a. Manage the administration, operations and functions of the Commission;
- b. Exercise administrative control over and provide day-to-day guidance to the subordinate staff
- c. Liaise among the directorates of the Commission regarding administrative matters.

(2) He shall be responsible to:

- a. Ensure timely repair & maintenance of the building, machinery, equipment and furniture & fixtures
- b. Organize meetings.
- c. Ensure adequate facilitation to the visitors at the reception
- d. Ensure adequate security and safety arrangements, round the clock.
- e. Maintain excellent sanitary conditions in and around the premises of the Commission.
- f. Keep the plants and green belts/open areas in well maintained condition.
- g. Issue "Gate Pass" for any item/vehicle that needs to be taken out of the premises

(3) He shall devote his whole time and attention to the affairs of his directorate.

(4) He shall perform any other task assigned by his Directorate.

Position Title: Sanitary Worker**Qualifications**

Matric from a recognized school

Experience

At least three years of experience as Sanitary Worker in an institution

Skills

- a. Adequate understanding of waste management
- b. Adequate sanitation skills including opening of blocked sewer lines
- c. Adequate expertise in use of sanitation materials

Organizational relationship

He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities

(1) He/she shall be responsible to:

- a. Maintain excellent sanitary conditions in and around SHCC premises
- b. Use right technique, right chemical and in right quantity
- c. Ensure proper disposal of waste
- d. Ensure that there is no stagnant water anywhere in and around SHCC premises

(2) He/she shall devote his/her whole time and attention to the affairs of his directorate.

(3) He/she shall perform any other duty assigned by the Director Business Support.

Position Title: Naib Qasid**Qualifications**

Matric from a recognized school

Experience

At least three years of experience as Naib Qasid in an institution

Skills

- a. Adequate understanding of day-to-day office work
- b. Food serving etiquettes
- c. Organization of office files and furniture

Organizational relationship

He will report to the Admin Manager and coordinate with fellow staff

Responsibilities and Authorities

(1) He/she shall be responsible to:

- a. Keep the office environment neat and tidy, by dusting/cleaning/washing of all furniture & fixtures including doors & windows.
- b. Help the office holder in performance of his duties
- c. Attend the visitors and arrange their meetings with the office holder
- d. Remain gentle and courteous to the visitors
- e. Maintain office record and arrange files and documents
- f. Receive and disseminate official letters etc.

(2) He/she shall devote his/her whole time and attention to the affairs of his directorate.

(3) He/she shall perform any other duty assigned by the Director Business Support.

Position Title: Driver

Qualifications

Matric from a recognized board along with valid professional driving license

Experience

A minimum of three years working experience in a well reputed organization/institution

Skills

- Good driving skills with no record of frequent traffic Challans or any major accident
- Basic mechanical/maintenance skills for troubleshooting

Organizational relationship

He will report to the Procurement & Logistics Manager and coordinate with storekeeper & inspection/investigation teams

Responsibilities

(1) He shall assist the Procurement & Logistics Manager to:

- a. Provide logistic support for activities of the Commission
- b. Ensure timely repair & maintenance of vehicles of the Commission
- c. Transport the authorized staff & members of inspection/investigation teams.
- d. Maintain supply chain of store items
- e. Keep the vehicles on-road

(2) He shall be responsible to:

- a. Maintain Log Book of the vehicle on daily basis
- b. Keep the vehicle thoroughly neat & clean at all the times
- c. Ensure regular preventative maintenance of the vehicle including daily checking of tyre pressure & condition and all oils/fluids of the vehicle etc.
- d. Ensure timely repair of vehicles to keep these on-road
- e. Keep maintenance & repair record of the vehicle
- f. Follow routes and time schedules
- g. Follow traffic rules and safety standards
- h. Get his driving license renewed in time
- i. Timely deposit the token fee and any other charge on vehicle under his control
- j. Get the Mileage Certificate on annual basis
- k. Ensure fuel economy

(3) He shall be personally responsible for violation of traffic rules and accidents if held as defaulter.

(4) He shall devote his whole time and attention to the affairs of his directorate.

(5) He shall perform any other task assigned by the Director Business Support.