



# **SINDH HEALTH CARE COMMISSION (SHCC)**

Quality Care for All

## **POSITIONS VACANT**

Sindh Health Care Commission (SHCC) has been established by Govt. of Sindh under Sindh Health Care Commission Act 2013, to improve the quality of healthcare services and ban quackery in the Province of Sindh in all its forms and manifestations. SHCC is looking for suitable candidates for the below mentioned posts with stated qualifications and experience:

### **JOB DESCRIPTION**

**Position Title:** Director Clinical Governance & Trainings

#### **Qualification**

MBBS with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution

#### **Experience**

- 15 years' experience of working in healthcare establishments in the public/private sector out of which at least five years of experience as health manager

#### **Skills**

- Thorough understanding of hospital procedures and quality assurance
- 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 Clinical Governance, and Addl. Director Trainings

#### **Responsibilities and Authorities**

(1) He shall assist the CEO to:

- (a) Perform such functions and exercise such powers as may be required to improve the quality of healthcare services and clinical governance
  - (b) Monitor and implement the standards of the healthcare services developed/approved by the Government;
  - (c) Keep the Standards under review and suggest amendment(s) if necessary
  - (d) Develop training materials & facilities and conduct trainings of staff of the Commission as well as healthcare establishments
  - (e) Enforce hospital waste management rules 2005 according to Pakistan Environment Protection Act 1997 and implementation of the Prevention of Defacement of Property Ordinance 2013 in letter and spirit.
  - (f) Devise a strategy and take measures to counter sale of drugs without prescription.
  - (g) Develop the guidelines to save health service provider from harassment, undue pressure and damage to property in performing their professional duties and disseminate the same to all concerned.
  - (h) Prepare quarterly reports, and annual report of clinical governance & training activities and submit the same to the CEO, within one month of the end of each financial year
- (3) He shall devote his whole time and attention to the affairs of his directorate.
  - (4) He shall perform any other task assigned by the CEO

## **JOB DESCRIPTION**

**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 Director Registration and Licensing, 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 Director Registration and Licensing in his absence.
- (2) He shall assist the Director Registration and Licensing 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.

## **JOB DESCRIPTION**

**Position Title:** Deputy Director Licensing

### **Qualification**

Masters in Hospital Administration/Public Administration/ Public Health/Medicine/Pharmaceutical Sciences/Equivalent; duly recognized by HEC/PMDC.

### **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 Director Registration & Licensing, 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 Director Registration & Licensing in his absence.
- (2) He shall assist the Director Registration & Licensing in discharge of his duties.
- (3) He shall devote his whole time and attention to the affairs of his directorate.
- (4) He shall perform any other task assigned by the Director Licensing & Accreditation.

## **JOB DESCRIPTION**

**Position Title:** Deputy Director Registration

### **Qualification**

Masters in Hospital Administration/Public Administration/ Public Health/Medicine/Pharmaceutical Sciences/Equivalent; duly recognized by HEC/PMDC.

### **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 Director Registration & Licensing, co-ordinate with other Deputy Directors of his directorate and supervise his subordinate staff.

### **Responsibilities and Authorities**

- (1) He shall assist the Director Registration & Licensing in discharge of his duties.
- (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 Licensing & Accreditation

## **JOB DESCRIPTION**

**Position Title:** Licensing Assistant

**Qualification:**

M.Sc/MA/MBA from a recognized university

**Experience:**

Minimum 3 years of office work experience.

**Skills**

1. Adequate computer skills including internet and email applications
2. Adequate office work skills like drafting, diary, dispatch, filing and correspondence.
3. Adequate communication skills.

**Organizational relationship**

He will report to the higher officer as per his adjustment orders.

**Responsibilities**

- (1) He shall assist the Directorate of Licensing & Accreditation to:
  - a. Implement annual plan for licensing and accreditation of health care establishments.
  - b. Carry out official correspondence.
  - c. Assist and guide the persons visiting the Commission for licensing & accreditation.
  - d. Evaluate and process all applications for issuance /renewal of the licenses, identify the deficiencies in the light of inspection reports and take necessary measures.
  - e. Ensure timely deposition of fees and charges on licensing and accreditation.
  - f. Grant and renew the licenses within the prescribed timeframe.
  - g. Operate accreditation programs in respect of the healthcare services and to grant accreditation to such healthcare service providers who meet the prescribed criteria and standards.

- h. Maintain all relevant records and keep it up to date.
  - i. Organize and conduct meetings.
  - j. Prepare monthly, quarterly and annual report on the healthcare establishments licensed and accredited under the Act and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.
- (2) He shall devote his whole time and attention to the affairs of his directorate.
- (3) He shall perform any other duty assigned by the Director Licensing & Accreditation.

## **JOB DESCRIPTION**

**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 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 Director Complaints in his absence.
- (2) He shall assist the 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 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.



## **JOB DESCRIPTION**

**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.

## **JOB DESCRIPTION**

**Position Title:** Deputy Director Clinical Governance

### **Qualification**

MBBS with post-graduation in hospital administration/health management/ public health/  
equivalent from a well reputed institution

### **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**

- 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 Director Clinical Governance, 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 Director Clinical Governance in his absence.
- (2) He shall assist the Director Clinical Governance in discharge of his duties.
- (3) He shall devote his whole time and attention to the affairs of his directorate.
- (4) He shall perform any other task assigned by the Director Clinical Governance & Trainings.

## **JOB DESCRIPTION**

**Position Title:** Deputy Director Trainings

### **Qualification**

MBBS with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution

### **Experience**

A minimum of nine year experience in health sector with experience of imparting at least five trainings in a recognized institution as certified Master Trainer/Trainer of Trainers

### **Skills**

- Thorough understanding of training techniques and procedures
- Adequate ability to develop training materials
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate computer skills

### **Organizational relationship**

He will report to the Director Clinical Governance and Trainings, 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 Director Clinical Governance and Trainings in his absence.
- (2) He shall assist the Director Clinical Governance and Trainings in discharge of his duties.
- (3) He shall devote his whole time and attention to the affairs of his directorate.
- (4) He shall perform any other task assigned by the Director Clinical Governance & Trainings.

## **JOB DESCRIPTION**

**Position Title:** Assistant Director Homeo

### **Qualification**

Validly registered Degree/Diploma in Homeopathic Medical Science with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution

### **Experience**

A minimum of six years of experience in the relevant field

### **Skills**

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

### **Organizational relationship**

He will report to the Deputy Director Clinical Governance, co-ordinate with Assistant Director Tibb and supervise his subordinate staff.

### **Responsibilities and Authorities**

- (1) He shall look after the duties of the Assistant Director Tibb in his absence.
- (2) He shall assist the Deputy Director Clinical Governance to:
  - (a) Develop and implement annual plan to improve the quality of healthcare services and clinical governance at Homeo Clinics
  - (b) Monitor and implement the standards of the healthcare services developed/approved by the Government.
  - (c) Keep the Standards under review and suggest amendment(s) if necessary.
  - (d) Prepare monthly, quarterly and annual report of clinical governance activities in relation to Homeo Clinics and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.
- (3) He shall devote his whole time and attention to the affairs of his directorate.
- (4) He shall perform any other task assigned by the Director Clinical Governance & Trainings.

## **JOB DESCRIPTION**

**Position Title:** Assistant Director Tibb

### **Qualification**

Validly registered Degree/Diploma in Unani & Ayurvedic Medicine with post-graduation in hospital administration/health management/ public health/ equivalent from a well reputed institution

### **Experience**

A minimum of six years of experience in the relevant field

### **Skills**

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

### **Organizational relationship**

He will report to the Deputy Director Clinical Governance, co-ordinate with Assistant Director Homeo and supervise his subordinate staff.

### **Responsibilities and Authorities**

- (1) He shall look after the duties of the Assistant Director Homeo in his absence.
- (2) He shall assist the Deputy Director Clinical Governance to:
  - (a) Develop and implement annual plan to improve the quality of healthcare services and clinical governance at Tibb Clinics/Unani Dawa-Khanas.
  - (b) Monitor and implement the standards of the healthcare services developed/approved by the Government;
  - (c) Keep the Standards under review and suggest amendment(s) if necessary
  - (d) Prepare monthly, quarterly and annual report of clinical governance activities in relation to Tibb Clinics/Unani Dawa-Khanas and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.

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

(4) He shall perform any other task assigned by the Director Clinical Governance & Trainings.

## **JOB DESCRIPTION**

**Position Title:** Clinical Governance Assistant

**Qualification:**

MSc/MA/MBA from a recognized university

**Experience:**

Minimum 3 years of office work experience.

**Skills**

1. Adequate computer skills including internet and email applications
2. Adequate office work skills like drafting, diary, dispatch, filing and correspondence.
3. Adequate communication skills.

**Organizational relationship**

He will report to the higher officer as per his adjustment orders.

**Responsibilities**

- (1) He shall assist the Directorate of Clinical Governance & Trainings. to:
  - a. Implement annual plan for improvement of quality of the healthcare services and clinical governance.
  - b. Carry out official correspondence.
  - c. Organize and conduct meetings.
  - d. Maintain all relevant records and keep it up to date.
  - e. Prepare monthly, quarterly and annual report of clinical governance activities and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case quarterly/annual reports.
- (2) He shall devote his whole time and attention to the affairs of his directorate.
- (3) He shall perform any other duty assigned by the Director Clinical Governance & Trainings.

## **JOB DESCRIPTION**

**Position Title:** Deputy Director Business Support

### **Qualification**

Masters in Business Administration or equivalent from a well reputed national/international university

### **Experience**

A minimum of nine years of experience in relevant field in public /private sectors

### **Skills**

- Adequate business management skills
- Adequate Computer skills
- Adequate communication and presentation skills
- Adequate correspondence skills

### **Organizational relationship**

He will report to the Director Business Support, co-ordinate with Deputy Director Communication and supervise his subordinate staff.

### **Responsibilities and Authorities**

- (1) He shall look after duties of the Director Business Support in his absence.
- (2) He shall assist the Director Business Support in discharge of his duties.
- (3) He shall devote his whole time and attention to the affairs of his directorate.
- (4) He shall perform any other task assigned by the Director Business Support.



## **JOB DESCRIPTION**

**Position Title:** Law Officer

### **Qualification**

LLB/equivalent, duly registered with Pakistan Bar Council and any District Bar Council

### **Experience**

A minimum of six years of experience as practicing lawyer in high court/supreme court

### **Skills**

- Adequate drafting skills
- Adequate argumentation and reasoning skills
- Adequate understanding of professional ethics
- Adequate computer skills
- Adequate correspondence skills

### **Organizational relationship**

He will report to the Senior Law Officer and coordinate with all the directorates regarding legal matters/cases under supervision of his senior.

### **Responsibilities and authorities**

- (1) He shall look after duties of the Senior Law Officer in his absence.
- (2) He shall assist the Senior Law Officer in discharge of his duties.
- (3) He shall devote his whole time and attention to the affairs of his directorate.
- (4) He shall perform any other task assigned by the Director Business Support.

## **JOB DESCRIPTION**

**Position Title:** Human Resource Manager

### **Qualifications**

Masters in HRM / MBA (HR)/ equivalent from a recognized institution

### **Experience**

A minimum of four years of relevant experience with at least one year experience as HR Manager/equivalent

### **Skills**

- Thorough understanding of HR systems and databases
- Adequate knowledge of labor laws and HR best practices
- Thorough understanding of terms and conditions of service of employees of the Commission
- Adequate communication and presentation skills
- Adequate correspondence skills
- Adequate computer skills

### **Organizational relationship**

He will report to the Deputy Director Business Support, coordinate with the other managers and supervise his subordinate staff.

### **Responsibilities**

(1) He shall assist the Deputy Director Business Support to:

- Develop and implement HR annual plan including recruitment and trainings etc.
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
- Cater for on-job training needs.

- Address employee grievances.
- Nurture an environment conducive to working as a team
- Verify academic credentials of all the employees from the primary source
- Verify character antecedents of all the employees for the police authorities
- Develop and implement a performance appraisal system
- Ensure legal compliance throughout human resource management
- Prepare recommendations to:
  - Appoint, engage, authorize and terminate employees, and assign, delegate or entrust them with such functions and powers as are expedient for the performance of functions of the Commission;
  - Authorize members of the staff to administer oaths and to attest various affidavits, affirmations or declarations, which shall be admitted in evidence in all proceedings under this Act without proof of the signature or seal or official character of such person.
  - Take measures for the welfare of the present and past employees of the Commission as well as its all registered members;
- Manage the recruitment and induction process
- Prepare monthly, quarterly and annual report of the HR related activities and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case of quarterly/annual reports.

(2) He shall be responsible to:

- a. Maintain and update HR record including personal files, performance evaluation reports, verification of academic credentials, disciplinary actions, leave/short leave record and other service matters under the rules.
- b. Develop and regularly update HR database.
- c. Keep all the record well-arranged as Incharge Record Room
- d. Conduct induction training of the newly appointed staff of the Commission.

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

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

## **JOB DESCRIPTION**

**Position Title:** Graphic Designer

**Qualification:**

Masters/Diploma in Multimedia Arts/ Graphic Designing/equivalent from a recognized institution

**Experience**

At least three years of relevant experience with at least one year experience as Graphic Designer

**Skills**

- a. Adequate computer skills especially in graphic design software & tools
- b. Creativity, versatility and conceptual ability
- c. Understanding of production and rendering methods including drawing, printing, photography and interactive media

**Organizational relationship**

He will report to the Deputy Director Communication and coordinate with Helpline Assistant & Media Assistant

**Responsibilities and Authorities**

(1) He/she shall be responsible to:

- a. Ensure proper designing of all SHCC related materials.
- b. Develop the overall layout and design for advertisements, brochures, newsletters and website of the Commission.
- c. Create images that convey a message.

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

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

## **JOB DESCRIPTION**

**Position Title:** Helpline Assistant

**Qualification:**

MA/MSc from a recognized institution

**Experience**

At least three years of relevant experience

**Skills**

- a. Pleasant listening and communication skills
- b. Adequate computer skills
- c. Adequate understanding of operational matters of the organization

**Organizational relationship**

He will report to the Deputy Director Communication and coordinate with Graphic Designer & Media Assistant

**Responsibilities and Authorities**

(1) He shall be responsible to:

- Ensure that the SHCC helpline is functional all the time
- Ensure maintenance of telephone exchange and all telephone lines in perfect working condition.
- Receive queries, give right information and keep the record

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

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

## **JOB DESCRIPTION**

**Position Title:** Data Analyst

### **Qualifications**

Masters in Mathematics/Statistics/equivalent from a recognized institution

### **Experience**

A minimum of three years of relevant experience

### **Skills**

- Adequate expertise regarding data models, database design development, data mining and segmentation techniques
- Adequate understanding of reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks) and statistical packages for analyzing datasets (Excel, SPSS, etc)
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate information
- Adequate communication & presentation skills

### **Organizational relationship**

He will report to Deputy Director MNE and coordinate with the IT manager and other relevant staff of SHCC.

### **Responsibilities**

(1) He shall assist the IT Manager to:

- a. Develop and regularly update SHCC database
- b. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- c. Ensure that data collection and analysis system is working efficiently.
- d. Interpret data and analyze results using statistical techniques
- e. Identify, analyze, and interpret trends or patterns in complex data sets
- f. Derive the required information and compile it in presentable form

g. Prepare monthly, quarterly and annual report of the IT related activities and submit the same to the Director M&E, within two weeks in case of monthly report and within one month of the end of each quarter/financial year in case of quarterly/annual reports.

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

(3) He shall report to Director M&E and with a dotted line to Director Business Support to perform any other task assigned by them.

## **JOB DESCRIPTION**

**Position Title:** Deputy 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 nine 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 Director Anti-Quackery, co-ordinate with all the Deputy Directors of the Commission and supervise the subordinate staff.

### **Responsibilities and Authorities**

- (1) He shall look after the duties of the Director Anti-Quackery in his absence.
- (2) He shall assist the 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 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.

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

He shall perform any other task assigned by the Director Anti-Quackery

## **JOB DESCRIPTION**

**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 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

## **JOB DESCRIPTION**

**Position Title:** Deputy Director Monitoring & Evaluation

### **Qualification**

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

### **Experience**

A minimum of nine years of experience in health sector with at least one year experience in the relevant field

### **Skills**

- Comprehensive understanding of plan preparation, 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 Director M&E, co-ordinate with all the Deputy Directors of the Commission and supervise M&E Officers.

### **Responsibilities and Authorities**

(8) He shall Look after duties of Director M&E in his absence

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

- (a) Train the M&E team on use of the tools and procedures.
- (b) Monitor & evaluate functions of all the Directorates and the inspection teams
- (c) 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.
- (d) Identify areas for improvement and suggest measures for the same.

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

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

## **JOB DESCRIPTION**

**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**

(12) 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.

- (13) He shall devote his whole time and attention to the affairs of his Directorate.
- (14) He shall perform any other task assigned by the Director M&E.

## **JOB DESCRIPTION**

**Position Title:** Sanitary Worker

### **Qualifications**

Middle/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.

## **JOB DESCRIPTION**

**Position Title:** Security Guard

### **Qualifications**

- Middle/Matric from a recognized school
- Valid license of a firearm shall be preferred

### **Experience**

- At least three years of experience as Security Guard in an institution
- Retired military/paramilitary personnel shall be preferred

### **Skills**

- a. Ability to overall, maintain and use a firearm with accuracy
- b. Ability to respond quickly in emergency situation
- c. Ability to operate various security/fire extinguishing equipment
- d. Adequate communication skills

### **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. Remain pleasant, courteous and polite under all circumstances
- b. Ensure adequate security and safety arrangements for staff, visitors and SHCC property.
- c. Ensure that no item/vehicle go out of gate without “Gate Pass” issued by the Procurement & Logistics Officer or his senior in his absence
- d. Monitor security control panels, alarms, CCTV cameras and other security equipment
- e. Patrol the assigned areas and enforce security/parking rules & regulations
- f. Prevent entry of un-authorized persons and check CNIC and luggage of all visitors
- g. Maintain “Entry/Exit Record” of items, vehicles and staff



- h. Maintain record of visitors and their sign-in sheets daily.
  - i. Maintain weapon and ammunition (if provided) in perfect neat and working condition
  - j. Report any adverse event immediately to the Admin Manager.
  - k. Call the relevant law enforcing agencies in case of security threat.
  - l. Call ambulance, fire brigade and police in case of fire/non-fire emergencies
  - m. Open, secure, and close the building as scheduled.
- (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.

## **JOB DESCRIPTION**

**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

## **JOB DESCRIPTION**

**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.

## **JOB DESCRIPTION**

**Position Title:** Medical Expert.

### **Qualification**

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

**Age:** 45 or above

### **Experience**

More than fifteen years of experience, with minimum of five years in the area of inspection/monitoring in healthcare quality assurance.

### **Terms & Conditions:**

As deemed fit and assign, delegate or entrust them with such functions and powers as are expedient for the performance of functions of the Commission;

### **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**

- Medical expert will be enrolled to act as member inspection team,
- The director Licensing & Accreditation shall constitute inspection team as per requirement, consisting of more than two duly enrolled medical experts and including one Deputy Director Inspection of the Commission.
- The members of the Inspection team shall be paid travelling allowances at the rates prescribed /amended from time to time by the Commission.

### **Responsibilities and Authorities**

1. Each inspection team shall inspect the assigned healthcare establishment(s) on the prescribed criteria/guidelines.
2. The inspection team(s) shall submit "Inspection Report" to the Director Licensing & Accreditation, on the prescribed format, for further necessary action.

3. The Director Licensing & Accreditation shall convey any deficiency/lacuna/violation etc. to the In-charge of the healthcare establishment within fifteen days of the inspection with the direction to rectify the same within a given time frame.
4. Follow-up inspections shall be conducted on as and when required basis.