

# Clinical Director- Amman - Jordan M/F

Médecins sans Frontières (MSF) is an international, independent, medical humanitarian, organization that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters and exclusion from healthcare. MSF offers assistance to people based on need, irrespective of race, religion, gender or political affiliation.

## **Mission**

### **Context and scope of responsibilities**

The Reconstructive Surgery Program (RSP) in Amman was established in 2006 to treat war-wounded people. With a high level of surgical expertise, extensive facilities, and a holistic approach to care, the hospital provides a regional base for MSF to treat patients with complicated injuries - primarily from Iraq, Syria, Yemen and Palestine - who cannot be treated in their home countries.

MSF's Reconstructive Surgery Hospital (RSH) is a 135-bed facility fully run by MSF, admitting approximately 45-50 new patients per month, with around 100 -130 active patients in Amman at the same time, including outpatients.

The 2 operating theatres host around 60-80 surgical and anesthesia procedures per month, while MSF-run microbiology lab supports the provision of specialized care for surgical patients with complex infections.

In addition to offering specialized orthopaedic, maxillofacial and plastic surgery, the RSH provides comprehensive rehabilitation services (physiotherapy, occupational therapy, 3D, mental health and psychosocial care) and aims to provide a friendly environment to recover, for adults and children who have faced far too much violence.

As the head of the clinical department, the Clinical Director is the overall responsible for the quality and smooth functioning of medical care provided to all patients admitted in the program. He/she participates in defining the medical strategy and is responsible for ensuring the best quality of medical care for patients. He/she has the authority to implement the decisions made by the management team and to ensure that hospital policies and procedures are followed. He/she is in charge of coordinating human and material resources related to medical care in collaboration with nursing director.

He/she is an active member of the management team. As such, he/she is involved in decision-making processes, and is closely collaborating with all directors, managers and supervisors.

To carry out his/her mission, the clinical director is supported by a deputy clinical director, as well as by medical managers in charge of their own department (3D, pharmacy, physiotherapy, mental health and psycho-social support).

## **Operational / Technical responsibilities**

### **Coordination of medical activities**

- In collaboration with the hospital management team, he/she defines, organizes and monitors medical activities according to RSH's medical plan, standards and protocols. This implies the following tasks:

o ensuring compliance with MSF protocols and procedures

o Assures the team realizes appropriate medical data collection, analysis and reporting, to ensure a proper monitoring of the program.

- Actively participates in identifying objectives and recommendation for the development and adaptation of the project in collaboration with the Hospital Director.
- Actively participates in discussions related to RSP's regional strategy. Participate in deployment of RSP's regional strategy.
- Ensures and promotes the collaboration and communication between all departments in order to provide comprehensive care in a multi-disciplinary approach. Act as liaison between all departments (medical, paramedical, admissions and planning, and support services)
- Ensures patients are properly followed up by the surgical and medical staff, in close collaboration with the nursing department.
- With the support of the deputy clinical director, coordinate the multidisciplinary bimonthly follow up meetings assuring all active patient's treatment plan is clear and applied. Works closely with Admissions & planning department to coordinate the admission and discharge of patients in the hospital,

- Ensures, in cooperation with the logistics department, that medical departments have the material resources and technical logistics support needed to provide quality medical activities.
- Supervises and supports pharmacy manager on the accurate elaboration of the project drug requests, assuring availability of drugs, medical items and medical equipment (the later with support of the biomed team which is part of the logistics department).
- Assures timely communication and guidance to pharmacy manager when forecast needs to be adapted due to change in activities or protocols.

### **Clinical supervision**

- Coordinates and supervises the implementation of the healthcare protocols, procedures and standards.
- Supports all managers under his/her supervision and ensure each department's activities and priorities are in line with RSP's strategy.
- Routinely assesses RSH medical departments and provide technical support to all staff of clinical department, to ensure the quality of medical activities.
- Assures all medical and surgical staff, realizes adequate and timely medical documentation for all RSH patients including the Electronic Medical Records
- Ensures the relevancy of external prescriptions, external consultations and diagnostic tests, by a final validation, in collaboration with deputy Dirmed
- Takes a lead in case of any medical error, in investigation conclusion with referent from the medical department.
- Coordinates and validates the transfer of RSH patients to the appropriate external medical structures, assuring daily updates until the discharge back of the patients
- Works with Infection Management Committee to ensure preventive measures are in place, and infections are properly managed and controlled.
- When needed, is available to meet patients or caretakers to answer their questions/complaints and update them about their medical condition and treatment plan.

### **HR and budget management**

- Plans and supervises, in close collaboration with the HR department, the HR processes (recruitment, training, induction, performance evaluation, development and internal/external communication) related to staff from the medical department.
- Puts a special effort on devising and implementing training strategy for all staff from clinical department.
- Anticipates and ensures the appropriate staffing needed to assure the proper implementation of the medical activities and overall functioning of the hospital.
- With the support of the finance department, assures that every medical department manager performs a close budget expenses monitoring, respecting the validated project budget, and elaborates and forecast the yearly medical project budget including the pharmacy budget.

### **Risk management and quality-improvement**

With the support of RSH's quality department, the clinical director:

- Develops and implements a yearly plan of action to improve overall patient care at RSP
- Assesses the quality of care through the development and implementation of tools and indicator monitoring
- Ensures the medical incidents and complications are recorded and analysed, corrective actions are taken and preventive measures are put in place.
- Set-ups a quality management system for medical team members including peer review and evaluation of professional practices

### **Analysis and reporting**

- Gather and analyse relevant data and indicators related to medical activities
- Provide regular report summarizing and analysing medical activities.

### **Emergency planning and preparedness**

- Update and develop emergency response plans of the hospital according to the needs.
- Together with the nursing and logistics departments, ensures the mass casualty plan is regularly updated.
- Plans and implements regular emergency drills for staff in all departments.

### **Additional activities**

- **Staff health**

Is in charge of general overview and implementation of staff health policy (except for expats, whose health management is under regional surgical advisor)

## **Responsibilities towards MSF**

### **Commitment to MSF**

- Available in case of emergencies.

### **General knowledge of MSF**

- General understanding of the association, its function, organization, and values (charter).
- Awareness of MSF objectives and activities in general and the working context.

### **Security**

- Reports any security issues related to patients, visitors... to head of mission and deputy head of mission.
- Awareness of security rules and situations in the field at all time.

### **Cooperation with other departments**

- Awareness of activities of all RSH departments and respects rules and procedures.

### **Information source**

- Awareness of social and political situation and keeps information up-to-date.
- Pass on all relevant information related to MSF scope of action and context.

### **Professional skills**

#### **Recruitment Criteria**

**Education:** Medical Doctor, degree in Medicine required. Surgical training and experience is an asset as well as advanced degree in management.

**Experience:**

**MSF:** Field missions with MSF in a management position a plus.

**Outside MSF:** At least 3 years' experience in hospital management is a plus, as well as experience in managing a surgical ward and proven leadership and management skills.

**Languages:**

F/R – English      A – French      A – Arabic      A - Other dialects

F – Fluent | B – Basic | R – Required | A – An asset

### **Required qualities**

**Competencies:**

List of technical competencies required for the position (not exhaustive):  
planning capabilities, reporting capability, organizational skills, problem solving, multi-tasking, personnel and project management, delegation skills, communication skills, negotiation skills, computer skills (Microsoft Office: Word, Excel and PowerPoint required)

**Personal qualities:**

List of personal qualities required for the position (not exhaustive):  
multi-cultural flexibility or experience required,  
analytical, diplomacy, good communication and interpersonal skills,  
autonomous, independent, team player,  
calm, stress management, patient,  
organized, shows initiative,  
Maintains confidentiality, strong sense of integrity.

### **Specifics of the position**

**Status:**

**WORK LOCATION:** Amman, Jordan

**CONTRACT:** Fixed term contract – Full Time – min 1 year

**Probable start date:    ASAP**

***This job description is subject to change depending on activities of the Mission.***

*Only selected candidates will be contacted*

*Any applications submitted without letter of interest/cover letter will not be considered*

**Type of Contract :** Fixed-term contract

**Deadline for submitting applications :** 30/09/2024

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**Médecins Sans Frontières - France**