



JOB DESCRIPTION

Job Title: Healthcare Improvement-Program Manager
Job Family / Section: Management / No section
Reports To: Assistant Executive Director
Subordinate Titles: Project Manager
Titles of other jobs reporting to same supervisor: Knowledge Transfer Manager, Information Manager, Communications Manager

Position Summary

This role has responsibility for managing multiple interdependent projects which will improve HMC performance impacting upon innovation & development, service transformation & improvement, and strategic enhancements.

Principal Accountabilities

- Develops programs which deliver sustained longer term improvements based on comprehensive analysis of HMC strategies and objectives.
 - Ensures alignment of programs with CHI objectives.
 - Establishes processes and procedures to facilitate program management and project accomplishments.
 - Develops program plans, bringing together information on projects, resources, timescales, monitoring and control.
 - Oversee multiple system redesign and service delivery improvement projects.
 - Manage and direct project support staff attached to individual projects.
 - Deliver projects according to a standardized project management framework and pre-determined timelines to ensure integration of projects and systems.
 - Ensure that programs are integrated into hospital business plans and service delivery operations.
 - Coordination, and prioritization of resources across projects.
 - Mitigation of risks through appropriate planning.
 - Effective financial management of programs against budget allocations.
 - Conducts regular reviews of programs and adjusts as necessary for changes in organizational priorities, structures, or the external environment.
 - Ensures effective management of projects and stakeholders.
 - Continuously assesses program performance, researches and develops new capabilities.
 - Plans, directs, organizes, controls & coordinates technical efforts, and project staff.

Budget Dimensions

- *Finance:*
- *Staff:*
- *Other:*

Knowledge, Skills and Experience



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- **Education:** **Minimum:** Minimum Education: B.Sc with 5 years of experience or Diploma with 8 years.
 Preferred: Preferred Education: Masters Degree

- **Experience:** **Minimum:** 5 years experience in program management at an executive level within a large healthcare organization
 Preferred: A track record of delivering significant improvement programs at a country or regional level.

- **Required Certification or Licensure or Registration:**

- **Language Skills:** English essential / Arabic preferred

- **Computer Skills:** Expert level skills in MS Office, and MS Project.

- **Key Competencies:** • Delivering HMC's Strategy
 - Strategic Thinking
 - Leadership and Direction
 - Integrity and Conviction
 - Decision Making and Results
 - Operational Awareness
 - Developing People
 - Harnessing Technology
 - Negotiating
 - Advanced Communications
 - Influencing
 - Resolving Conflict
 - Program Management
 - Project Management

- **Problem Solving / Decision Making:**

This position has the authority to resolve problems within the parameters of agreed program objectives, budgets, and available resource allocations. This position makes recommendations on new program initiatives as well as any interventions required to maintain alignment of existing programs.

Core Behavioral

Leadership Behavioral

Key Relationship

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Associated Documents:

- Skills and Competency Checklist
- Departmental Organizational Charts
- Corporation vision, mission and values statement

AGREEMENT *(for Individual Job Description)*

I, the undersigned, hereby acknowledge that I have read my job description and understand its content. I agree to demonstrate the application of this job description in my day-to-day activities and in accordance with the Mission, Vision and Values of Hamad Medical Corporation.

Employee's NAME in block letters

Corporation Number

Signature Employee

Signature Date

Supervisors name in block letters

Signature Immediate Supervisor

Date