

RESTRUCTURING THE ADDITIONAL DUTY HOURS ALLOWANCE

Part I of Volume II

JOB DESCRIPTIONS FOR ADMINISTRATIVE AND SUPPORT STAFF I

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1. HEALTH SERVICES ADMINISTRATORS

1.1 Health Services Administrator

Job Title : Health Services Administrator

Grade : Health Services Administrator

Responsible To : Medical Superintendent

Accountable To : Medical Superintendent

Job Purpose

To have oversight responsibility for the smooth running of health administration and support services within the health facility and contribute to effective financial management

Main Duties and Responsibilities

- Contribute to the effective operations of the Administration and Support Service Department within the facility including planning, organizing and directing activities and programmes of the department.
- Assist in planning and organizing management review meetings, workshops and seminars with stakeholders
- Contribute to planning, management and maintenance of physical assets in the facility.
- Contribute to contract administration and the management of the support services (human resource, procurement, transport, estates, equipment, stores) in the facility.
- Liaise with the finance department on financial matters to ensure effective financial planning and control measures in the facility.
- Contribute to the development and implementation of facility's plans and budgets.
- Contribute to the preparation and submission of periodic operational reports on support services in the facility.
- In the absence of a Senior Health Services Administrator, act as a Secretary to the Hospital Management Committee and play active role in the implementation of the management decision.
- Contribute to devising of improved job methods for increasing efficiency in the Administration and Support Service Department
- Supervise and direct the activities of clerical, administrative and other support service staff in the facility
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.

- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Health Services Administrator**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	B.Sc. Degree in Administration (Health Services Option) plus one (1) year internship or national service in a recognized health facility	Masters Degree in Health Services Administration or related field
<i>Knowledge</i>	General knowledge of GHS policies and operating procedures. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

1.2 Senior Health Services Administrator

Job Title : Health Services Administrator

Grade : Senior Health Services Administrator

Responsible To : Medical Superintendent

Accountable To : Medical Superintendent

Job Purpose

To have oversight responsibility for the smooth running of health administration and support services within the health facility and contribute to effective financial management

Main Duties and Responsibilities

- Contribute to the effective operations of the Administration and Support Service Department within the facility including planning, organizing and directing activities and programmes of the department.
- Provide management and administrative support and play active role in the implementation of policies at the facility
- Plan and organize management review meetings, workshops and seminars with stakeholders
- Contribute to planning, management and maintenance of physical assets in the facility.
- Contribute to contract administration and the management of the support services (human resource, procurement, transport, estates, equipment, stores) in the facility.
- Liaise with the finance department on financial matters to ensure effective financial planning and control measures in the facility.
- Contribute to the development and implementation of facility's plans and budgets.
- Play active role in the preparation and submission of periodic operational reports on support services in the facility.
- Act as a Secretary to the Hospital Management Committee and play active role in the implementation of the management decision.
- Devise improved job methods for increasing efficiency in the Administration and Support Service Department
- Supervise and direct the activities of clerical, administrative and other support service staff in the facility
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Develop working partnership networks with individuals, groups, communities and agencies in the district.
- Participate in multi-professional meetings and conferences as required.

- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Create an enabling environment to promote staff development.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Play active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Undertake performance appraisals for administrative and support staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Undertake audits and coordinate the conduct of operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Personal Specification
Senior Health Services Administrator**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>B.Sc. Degree in Administration (Health Services Option) plus at least three (3) years working experience at the level of Health Services Administrator (HSA); Evidence of continuing professional development and training in management.</p> <p>Experience in planning and budgeting. Experience in GHS procurement process and practices Experience in report writing</p>	<p>Membership of recognized professional Management Body, e.g. CIMA Masters Degree in Health Services Administration or related field</p>
<i>Knowledge</i>	<p>Knowledge of GHS policies and operating procedures. Knowledge of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

1.3 Principal Health Services Administrator

Job Title	:	Health Services Administrator
Grade	:	Principal Health Services Administrator
Responsible To	:	Medical Superintendent
Accountable To	:	Medical Superintendent

Job Purpose

To have oversight responsibility for the smooth running of health administration and support services within the health facility and contribute to effective financial management

Main Duties and Responsibilities

- Oversee operations of the Administration and Support Service Department within the facility including planning, organizing and directing activities and programmes of the department.
- Provide management and administrative support and play a key role in the implementation of policies at the facility
- Plan and organize management review meetings, workshops and seminars with stakeholders
- Oversee planning, management and maintenance of physical assets in the facility.
- Oversee contract administration and the management of the support services (human resource, procurement, transport, estates, equipment, stores, security) in the facility.
- Liaise with the finance department on financial matters to ensure effective financial planning and control measures in the facility.
- Coordinate the development and implementation of facility's plans and budgets.
- Coordinate the preparation and submission of periodic operational reports on support services in the facility.
- Provide technical support to the facility on administrative and support services.
- Act as a Secretary to the Hospital Management Committee and facilitate implementation of committee decisions
- Devise improved job methods for increasing efficiency in the Administration and Support Service Department
- Provide leadership and supervise the activities of Junior Health Services Administrators and other support service staff in the facility

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Develop working partnership networks with individuals, groups, communities and agencies in the district.
- Participate in multi-professional meetings and conferences as required.

- Ensure effective dissemination of information on health administrative issues to staff and clients in the facility.
- Convene and contribute at management meetings at the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Create an enabling environment to promote staff development.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Take an active role in the recruitment, selection, induction and retention of the administrative and support service staff in the facility.
- Undertake performance appraisals for administrative and support service staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Undertake audits and coordinate the conduct of operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the facility
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all staff in the facility.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the facility
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Personal Specification
Principal Health Services Administrator**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>B.Sc. Degree in Administration (Health Services Option) with at least five (5) years working experience at the level of Senior Health Services Administrator (SHSA); Evidence of continuing professional development and training in management.</p> <p>Experience in planning and budgeting. Experience in GHS procurement process and practices Experience in contract administration Experience in report writing</p>	<p>Membership of recognized professional Management Body, e.g. CIMA Masters Degree in Health Services Administration or related field</p> <p>Experience of multi-agency networking. Research experience.</p>
<i>Knowledge</i>	<p>A broad knowledge base and experience of GHS policies and operating procedures. A broad knowledge base of GHS administrative practices and procedures Knowledge of management principles and practice particularly with regard to health service management Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

1.4 Deputy Chief Health Services Administrator

Job Title	:	Regional Health Services Administrator
Grade	:	Deputy Chief Health Services Administrator
Responsible To	:	Regional Director of Health Services
Accountable To	:	Regional Director of Health Services

Job Purpose

To have oversight responsibility for the smooth running of health administration and support services within the region and contribute to effective financial management

Main Duties and Responsibilities

- Oversee operations of the Administration and Support Service Directorate within the regional health administration including planning, organizing and directing divisional activities and programmes.
- Advise on operational and administrative matters and take a lead role in the development and implementation of policies, guidelines, procedures and standards for the delivery of effective and efficient administrative and support services in the region.
- Contribute to the development of hospital operational policies.
- Lead in the planning and management of health infrastructure and capital investment projects in the region
- Oversee contract administration and the management of the support services (human resource, procurement, transport, estates, equipment, stores, security) in the Region.
- Liaise with the finance department on financial matters to ensure effective financial planning and control measures in the Region.
- Coordinate plans and budget preparation and monitor their implementation at the Regional Health Directorate.
- Coordinate the preparation and submission of periodic operational reports on support services.
- Act as a Secretary to Regional Health Management Committee and facilitate implementation of committee decisions
- Devise improved job methods for increasing efficiency in the Administration and Support Service Directorate
- Provide technical support to health institutions in the region on Administrative and Support Services.

Communication and Working Relationships

- Foster good communication and team working relationships within the organization
- Develop working partnership networks with individuals, groups, communities and agencies in the region
- Participate in multi-professional meetings and conferences as required.

- Ensure effective dissemination of information on health administrative issues to staff and clients in the region
- Convene and contribute at management meetings at the regional health administration.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Create an enabling environment to promote staff development.
- Contribute to Continuing Professional Development (CPD) of the administrative and support service staff.
- Take an active role in the recruitment, selection, induction and retention of the administrative and support service staff.
- Undertake performance appraisals for administrative and support service staff
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Conduct research into administrative and management systems and related issues.
- Coordinate the conduct of operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the Regional Health Directorate
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all the facilities in the Region.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the regional level
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Deputy Chief Health Services Administrator

Criteria	Essential	Desirable
<p>Educational Qualification and Experience</p>	<p>B.Sc. Degree in Administration (Health Services Option) or related field plus Masters Degree in Health Services Administration or in a relevant field at the level of Principal Health Services Administrator (PHSA); Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>B.Sc. Degree in Administration (Health Services Option) or related field plus Masters Degree in Health Services Administration or in a relevant field with at least THREE (3) years post Masters Degree working experience at the grade of Senior Health Services Administrator (SHSA); Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>B.Sc. Degree in Administration (Health Services Option) plus five (5) years working experience at the grade of Principal Health Services Administrator (PHSA); Evidence of leadership and continuing professional development and training in management.</p> <p>Experience in planning and budgeting. Experience in GHS procurement process and practices Experience in contract administration Experience in policy and standards development. Research experience. Experience report writing Experience in planning and implementing service developments.</p>	<p>Membership of recognized professional Management Body, e.g. CIMA A PhD in a relevant field.</p> <p>Experience of multi-agency networking.</p>
<p>Knowledge</p>	<p>A broad knowledge base and experience of GHS policies and operating procedures. A broad knowledge base of GHS administrative practices and procedures Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety</p>	

Skills	<p>Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills Proactive attitude and analytical skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

1.5 Chief Health Services Administrator

Job Title	:	Regional Health Services Administrator
Grade	:	Chief Health Services Administrator
Responsible To	:	Regional Director of Health Services
Accountable To	:	Regional Director of Health Services

Job Purpose

To have oversight responsibility for the smooth running of health administration and support services within the region and contribute to effective financial management

Main Duties and Responsibilities

- Oversee operations of the Administration and Support Service Directorate within the regional health administration including planning, organizing and directing divisional activities and programmes.
- Advise on operational and administrative matters and take a lead role in the development and implementation of policies, guidelines, procedures and standards for the delivery of effective and efficient administrative and support services in the region.
- Contribute to the development of hospital operational policies.
- Lead in the planning and management of health infrastructure and capital investment projects in the region
- Oversee contract administration and the management of the support services (human resource, procurement, transport, estates, equipment, stores, security) in the Region.
- Liaise with the Finance department on financial matters to ensure effective financial planning and control measures in the Region.
- Coordinate plans and budget preparation and monitor their implementation at the Regional Health Directorate.
- Coordinate the preparation and submission of periodic operational reports on support services.
- Act as a Secretary to Regional Health Management Committee and facilitate implementation of committee decisions
- Devise improved job methods for increasing efficiency in the Administration and Support Service Directorate
- Provide technical support to health institutions in the region on Administrative and Support Services.

Communication and Working Relationships

- Foster good communication and team working relationships within the organization
- Develop working partnership networks with individuals, groups, communities and agencies in the region

- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on health administrative issues to staff and clients in the region
- Convene and contribute at management meetings at the regional health administration.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health administration and support services.
- Monitor own performance against agreed objectives and standards.
- Create an enabling environment to promote staff development.
- Ensure Continuing Professional Development (CPD) of the support staff.
- Take an active role in the management of staffing recruitment, selection, induction and retention.
- Undertake performance appraisals for administrative and support staff.

Research

- Conduct research into administrative and management systems and related issues.
- Coordinate the conduct of operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the Regional Health Directorate
- Ensure that GHS and the facility health and safety policies and guidelines are made available to all the facilities in the Region.

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the regional level
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
 - Adhere to GHS administrative policies and procedures

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Chief Health Services Administrator

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>B.Sc. Degree in Administration (Health Services Option) or other related field plus a Masters Degree in Health Services Administration or in a relevant field with at least five (5) years working experience at the level of Deputy Chief Health Services Administrator (DCHSA); Evidence of leadership and continuing professional development and training in management.</p> <p>Experience in planning and budgeting. Experience in GHS procurement process and practices Experience in contract administration Experience in policy and standards development. Research experience. Experience report writing Experience in planning and implementing service developments.</p>	<p>Membership of recognized professional management body e.g. CIMA A PhD in a relevant field.</p> <p>Experience of multi-agency networking.</p>
<i>Knowledge</i>	<p>A broad knowledge base and experience of GHS policies and operating procedures. A broad knowledge base of GHS administrative practices and procedures Knowledge of quality assurance issues. Knowledge of GHS Patient Charter Knowledge of health and safety</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

2. ADMINISTRATIVE ASSISTANTS (EXECUTIVE OFFICERS)

2.1 Administrative Assistant

Job Title	:	Administrative Assistant
Grade	:	Administrative Assistant
Responsible To	:	Unit-In-Charge
Accountable to	:	Head of Department

Job Purpose

To assist Administrators to provide efficient and effective administrative support for the smooth running of the facility

Main Duties and Responsibilities

- Assist in the provision of administrative support to management by arranging meetings and conferences and writing letters, circulars, memos and minutes
- Maintain and order office supplies from the stores
- Receive and register all incoming correspondence
- File letters and its relevant attachments
- Weed files as and when due and ensure that all diaries are up to date
- Ensure easy tracing, location and proper custody of files
- Assist in preparation of routine correspondence and periodic reports
- Supervise the dispatch of all outgoing correspondence
- Ensure general cleanliness of the Registry
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the facility

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Administrative Assistant

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	Diploma in Administration or its equivalent plus one year internship or national service in a recognized health facility	Advanced Diploma in Administration
<i>Knowledge</i>	Knowledge of general administrative practice and procedure Knowledge office procedures / protocols Basic knowledge of GHS policies and operating procedures.	
<i>Skills</i>	Office management skills Good organizational and communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	Computer skills.
<i>Personal Attributes</i>	Integrity, flexibility, enthusiasm, motivation, commitment and courteous.	

2.2 Senior Administrative Assistant

Job Title	:	Administrative Assistant
Grade	:	Senior Administrative Assistant
Responsible To	:	Unit-In-Charge
Accountable to	:	Head of Department

Job Purpose

To assist Administrators to provide efficient and effective administrative support for the smooth running of the facility

Main Duties and Responsibilities

- Provide administrative support to management by arranging meetings and conferences and writing letters, circulars, memos and minutes
- Maintain and order office supplies from the stores
- Receive and register all incoming correspondence
- File letters and its relevant attachments
- Weed files as and when due and ensure that all diaries are up to date
- Ensure easy tracing, location and proper custody of files
- Prepare routine correspondence and periodic reports.
- Supervise the dispatch of all outgoing correspondence
- Ensure general cleanliness of the Registry
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Participate in the induction and training of new staff in the General Administration Unit.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Administrative Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	Diploma in Administration or its equivalent and at least Three (3) years working experience at the level of Administrative Assistant plus continuing professional development	Advanced Diploma in Administration
Knowledge	Knowledge of general administrative practice and procedure Knowledge office procedures / protocols Basic knowledge of GHS policies and operating procedures.	
Skills	Office management skills Good organizational and communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	Computer skills.
Personal Attributes	Integrity, flexibility, enthusiasm, motivation, commitment and courteous.	

2.3 Principal Administrative Assistant

Job Title	:	Administrative Assistant
Grade	:	Principal Administrative Assistant
Responsible To	:	Unit-In-Charge
Accountable to	:	Head of Department

Job Purpose

To assist Administrators to provide efficient and effective administrative support for the smooth running of the facility

Main Duties and Responsibilities

- Supervise and direct the activities of the junior Administrative Assistants and other secretarial staff in the General Administration Unit
- Provide administrative support to management by arranging meetings and conferences and writing letters, circulars, memos and minutes
- Maintain and order office supplies from the stores
- Receive and register all incoming correspondence
- File letters and its relevant attachments
- Weed files as and when due and ensure that all diaries are up to date
- Ensure easy tracing, location and proper custody of files
- Prepare routine correspondence and periodic reports.
- Supervise the dispatch of all outgoing correspondence
- Ensure general cleanliness of the Registry
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Participate in the induction and training of new staff in the General Administration Unit.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Administrative Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	Diploma in Administration or its equivalent and at least Five (5) years working experience at the level of Senior Administrative Assistant plus continuing professional development	Advanced Diploma in Administration
Knowledge	Knowledge of general administrative practice and procedure Knowledge office procedures / protocols Knowledge of GHS policies and operating procedures.	
Skills	Office management skills Good organizational and communication skills Excellent interpersonal skills. Ability to work under pressure Computer skills. Ability to initiate and maintain clear, concise documentation	
Personal Attributes	Integrity, flexibility, enthusiasm, motivation, commitment and courteous.	

2.4 Assistant Chief Administrative Assistant

Job Title	:	Administrative Assistant
Grade	:	Assistant Chief Administrative Assistant
Responsible To	:	Unit-In-Charge
Accountable to	:	Head of Department

Job Purpose

To assist Administrators to provide efficient and effective administrative support for the smooth running of the facility

Main Duties and Responsibilities

- Supervise and direct the activities of the junior Administrative Assistants and other secretarial staff in the General Administration Unit
- Play active role in the daily operational management of the General Administration Unit including personnel matters, inventory and stock control and appropriate record keeping
- Provide administrative support to management by arranging meetings and conferences and writing letters, circulars, memos and minutes
- Contribute to the preparation of budgets and reports on the activities of the General Administration unit
- Assist in scheduling, planning and coordinating work actions of the support staff.
- Assist with the implementation of the facility policies and procedures.
- Ensure an efficient clerical practice in the Administration Unit
- Ensure efficient and effective filing systems.
- Supervise the dispatch of all outgoing correspondence
- Ensure that all diaries are up to date.
- Ensure general cleanliness of the Registry
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the facility

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Play active role in the induction and training of new staff in the General Administration Unit

- Contribute to the Continuing Professional Development (CPD) of the Administrative Assistants and the Secretarial Staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Assistant Chief Administrative Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	Diploma in Administration or its equivalent plus Advanced Diploma in Administration or related field with at least Three (3) years post qualification working experience at the level of Senior Administrative Assistant; Evidence of continuing professional development (CPD) Or Diploma in Administration or its equivalent plus Advanced Diploma in Administration or related field at the level of Principal Administrative Assistant; Evidence of continuing professional development (CPD). Or Diploma in Administration or its equivalent and at least Five (5) years working experience at the level of Principal Administrative Assistant plus continuing professional development	
Knowledge	Knowledge of general administrative practice and procedure Knowledge office procedures / protocols Knowledge of GHS policies and operating procedures.	

Skills	Office management skills Good organizational and communication skills Excellent interpersonal skills. Ability to work under pressure Computer skills. Ability to initiate and maintain clear, concise documentation	
Personal Attributes	Integrity, flexibility, enthusiasm, motivation, commitment and courteous.	

2.5 Chief Administrative Assistant

Job Title	:	Administrative Assistant
Grade	:	Chief Administrative Assistant
Responsible To	:	Unit-In-Charge
Accountable to	:	Head of Department

Job Purpose

To assist Administrators to provide efficient and effective administrative support for the smooth running of the facility

Main Duties and Responsibilities

- Supervise and direct the activities of the junior Administrative Assistants and other secretarial staff in the General Administration Unit
- Play active role in the daily operational management of the General Administration unit including personnel matters, inventory and stock control and appropriate record keeping
- Provide administrative support to management by arranging meetings and conferences and writing letters, circulars, memos and minutes
- Contribute to the preparation of budgets and reports on the activities of the General Administration unit
- Take active part in scheduling, planning and coordinating work actions of support staff.
- Play active role in the implementation of the facility policies and procedures.
- Ensure an efficient clerical practice in the Administration Unit
- Ensure efficient and effective filing systems.
- Supervise the dispatch of all outgoing correspondence
- Ensure that all diaries are up to date.
- Ensure general cleanliness of the Registry
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the facility

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Play active role in the induction and training of new staff in the General Administration Unit

- Contribute to the Continuing Professional Development (CPD) of the Administrative Assistants and the Secretarial Staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Chief Administrative Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	Diploma in Administration or its equivalent plus Advanced Diploma in Administration or related field with at least five (5) years post qualification working experience at the level of principal Administrative Assistant; Evidence of continuing professional development (CPD) and training in management	
Knowledge	Knowledge of general administrative practice and procedure Knowledge office procedures / protocols Knowledge of GHS policies and operating procedures.	
Skills	Office management skills Good organizational and communication skills Excellent interpersonal skills. Ability to work under pressure Computer skills. Ability to initiate and maintain clear, concise documentation	
Personal Attributes	Integrity, flexibility, enthusiasm, motivation, commitment and courteous.	

3. ADMINISTRATIVE OFFICERS

3.1 Assistant Director II (b)

Job Title	:	Administrative Officer
Grade	:	Assistant Director II (b)
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Divisional Director

Job Purpose

To provide administrative support to the Unit/Department

Main Duties and Responsibilities

- Assist in the day-to-day running of the department including personnel matters, inventory and stock control and appropriate record keeping
- Assist in organizing management review meetings, workshops and seminars with stakeholders
- Arrange divisional meetings, compile agendas, diaries and circulate papers and minute of meetings to provide a high level of support to the division and ensure that accurate records of discussions are produced
- Contribute to the planning and execution of departmental activities and programmes
- Assist in the preparation of annual work plans and budgets of the division
- Assist in the procurement and distribution of office supplies from stores
- Assist in the coordination of administrative activities of the division/department
- Participate in the preparation and submission of the divisional or departmental periodic reports
- Assist in the coordination of annual staff awards scheme
- Perform any other duties that may be assigned from time to time.

Communication and Working Relationships

- Foster good communication and team working relationships within the division.
- Participate in multi-professional meetings and conferences as required.
- Assist in effective dissemination of information on administrative issues to staff.
- Convene and contribute at divisional meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Play active role in the induction and training of new administrative staff
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the division

Quality Assurance

- Assist in ensuring the establishment of quality assurance systems for administrative and support services at the division
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the MOH/GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Adhere to MOH/GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Personal Specification Assistant Director IIb

Criteria	Essential	Desirable
Educational Qualification and Experience	Degree in Public Administration or related field; Must have completed National Service	Masters degree in Public Administration or related field
Knowledge	General knowledge of MOH/GHS policies and operating procedures. Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
Skills	Excellent writing and verbal communication skills. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

3.2 Assistant Director II (a)

Job Title	:	Administrative Officer
Grade	:	Assistant Director II (a)
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Divisional Director

Job Purpose

To provide administrative support to the Unit/Department

Main Duties and Responsibilities

- Assist in the day-to-day running of the department including personnel matters, inventory and stock control and appropriate record keeping
- Organize management review meetings, workshops and seminars with stakeholders
- Arrange divisional meetings, compile agendas, diaries and circulate papers and minute of meetings to provide a high level of support to the division and ensure that accurate records of discussions are produced
- Contribute to the planning and execution of departmental activities and programmes
- Contribute to the preparation and collation of divisional plans and budget
- Play active role in the procurement and distribution of office supplies from stores
- Coordinate administrative activities of the division/department
- Participate in the preparation and submission of the divisional or departmental periodic reports
- Assist in the coordination of annual staff awards scheme
- Perform any other duties that may be assigned from time to time.

Communication and Working Relationships

- Foster good communication and team working relationships within the division.
- Participate in multi-professional meetings and conferences as required.
- Assist in effective dissemination of information on administrative issues to staff and clients in the facility.
- Convene and contribute at divisional meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Play active role in the induction and training of new administrative staff
- Contribute to the Continuing Professional Development (CPD) of the Administrative Staff
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Undertake audits and coordinate the conduct of operational research on health service administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the division

Quality Assurance

- Assist in ensuring the establishment of quality assurance systems for administrative and support services at the division
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the MOH/GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Adhere to MOH/GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Personal Specification Assistant Director IIa

Criteria	Essential	Desirable
Educational Qualification and Experience	Degree in the Social Sciences or related field with at least Three (3) years working experience at the level of Assistant Director II(b); evidence of continuing professional development (CPD).	Masters Degree in Public Administration or related field
Knowledge	General knowledge of MOH/GHS policies and operating procedures. Knowledge of staff policies and regulations in the Public Service Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	

<i>Skills</i>	<p>Excellent writing and verbal communication skills. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

3.3 Assistant Director

Job Title	:	Administrative Officer
Grade	:	Assistant Director
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Divisional Director

Job Purpose

To provide administrative support to the Unit/Department

Main Duties and Responsibilities

- Ensure day-to-day running of the department including personnel matters, inventory and stock control and appropriate record keeping
- Coordinate administrative activities of the division/department
- Organize management review meetings, workshops and seminars with stakeholders
- Arrange divisional meetings, compile agendas, diaries and circulate papers and minute of meetings to provide a high level of support to the division and ensure that accurate records of discussions are produced
- Contribute to the planning and execution of departmental activities and programmes
- Contribute to the preparation and collation of divisional annual work plans and budget
- Play active role in the procurement and distribution of office supplies from stores
- Participate in the preparation and submission of the divisional or departmental periodic reports
- Contribute to the organization of annual staff awards scheme
- Perform any other duties that may be assigned from time to time.

Communication and Working Relationships

- Foster good communication and team working relationships within the division.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on administrative issues to staff and clients in the facility.
- Convene and contribute at divisional meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the Administrative Staff.
- Take an active role in the recruitment, selection, induction and retention of Administrative Staff in the division/department

- Undertake performance appraisals for administrative and support staff in the division/department.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Undertake audits and coordinate the conduct of operational research on administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the division

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the division
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the MOH/GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Adhere to MOH/GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Personal Specification
Assistant Director**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	Degree in Public Administration or related field with at least FIVE (5) years working experience at the level of Assistant Director II(a); evidence of continuing professional development (CPD).	Masters Degree in Public Administration or related field
<i>Knowledge</i>	General knowledge of GHS/MOH policies and operating procedures. Knowledge of staff policies and regulations in the Public Service Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

3.4 Deputy Director

Job Title	:	Administrative Officer
Grade	:	Deputy Director
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Divisional Director

Job Purpose

To provide administrative support to the Unit/Department

Main Duties and Responsibilities

- Oversee the day-to-day administration of the department/division including personnel matters and appropriate record keeping
- Coordinate administrative activities of the division/department
- Provide advice on operational and administrative matters and take a lead role in the development and implementation of policies, guidelines, procedures and standards for the delivery of effective and efficient administrative and support services.
- Oversee the planning and execution of departmental activities and programmes
- Ensure the preparation and collation of divisional plans and budget
- Oversee the collation of divisional plans and budget
- Liaise with the finance department on financial matters to ensure effective financial planning and control measures.
- Provide administrative support, advice and ensure the implementation of personnel programmes, guidelines and regulations
- Ensure preparation and submission of the divisional or departmental periodic reports
- Devise improved job methods for increasing efficiency in the Administration and Support Service Directorate
- Coordinate annual staff awards scheme
- Perform any other duties that may be assigned from time to time.

Communication and Working Relationships

- Foster good communication and team working relationships within the division.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on administrative issues to staff and clients in the facility.
- Convene and contribute at divisional meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the Administrative Staff.

- Take an active role in the recruitment, selection, induction and retention of Administrative Staff in the division/department
- Undertake performance appraisals for administrative and support staff in the division/department.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Undertake audits and coordinate the conduct of operational research on administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the division

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the division
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the MOH/GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Adhere to MOH/GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Personal Specification
Deputy Director**

Criteria	Essential	Desirable
Educational Qualification and Experience	<p>Degree in Public Administration or related field plus Masters Degree in Administration or in a relevant field at the level of Assistant Director; Evidence of continuing professional development and training in management.</p> <p><u>Or</u></p> <p>Degree in Public Administration or related field plus Masters Degree in Public Administration or in a relevant field with at least Three (3) years post Masters Degree working experience at the grade of Assistant Director IIa; Evidence of continuing professional development and training in management.</p> <p><u>Or</u></p> <p>Degree in Public Administration plus five (5) years working experience at the grade of Assistant Director; Evidence of continuing professional development and training in management.</p> <p>Experience of policy and standards development. Research experience.</p>	
Knowledge	<p>General knowledge of MOH/GHS policies and operating procedures.</p> <p>Knowledge of quality assurance.</p> <p>Knowledge of staff policies and regulations in the Public Service</p> <p>Knowledge of administrative practices and office procedures / protocols</p> <p>Knowledge of industrial relation practices</p>	
Skills	<p>Excellent writing and verbal communication skills.</p> <p>Ability to organise workload and work under pressure to meet tight deadlines.</p> <p>Demonstrated ability to work on own initiative.</p> <p>Computer skills.</p> <p>Excellent problem-solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

3.5 Director

Job Title	:	Administrative Officer
Grade	:	Director
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Divisional Director

Job Purpose

To provide administrative support to the Unit/Department

Main Duties and Responsibilities

- Oversee the day-to-day administration of the department/division including personnel matters and appropriate record keeping
- Coordinate administrative activities of the division/department
- Provide advice on operational and administrative matters and take a lead role in the development and implementation of policies, guidelines, procedures and standards for the delivery of effective and efficient administrative and support services.
- Oversee the planning and execution of departmental activities and programmes
- Ensure the preparation and collation of divisional plans and budget
- Oversee the collation of divisional plans and budget
- Liaise with the finance department on financial matters to ensure effective financial planning and control measures.
- Provide administrative support, advice and ensure the implementation of personnel programmes, guidelines and regulations
- Ensure preparation and submission of the divisional or departmental periodic reports
- Devise improved job methods for increasing efficiency in the Administration and Support Service Directorate
- Lead in the organization of annual staff awards scheme
- Perform any other duties that may be assigned from time to time.

Communication and Working Relationships

- Foster good communication and team working relationships within the division.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of information on administrative issues to staff and clients in the facility.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of administrative services.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the Administrative Staff.
- Take an active role in the recruitment, selection, induction and retention of Administrative Staff in the division/department

- Ensure performance appraisals for administrative and support staff in the division/department.
- Keep up to date on job related issues as appropriate.

Research

- Undertake audits and coordinate the conduct of operational research on administrative operations.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working at the division

Quality Assurance

- Ensure the establishment of quality assurance systems for administrative and support services at the division
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the MOH/GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Adhere to MOH/GHS administrative policies and procedures
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Personal Specification
Deputy Director**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	Degree in Public Administration or related field plus Masters Degree in Public Administration or in a relevant field with at least Five (5) years post Masters Degree working experience at the grade of Deputy Director; Evidence of leadership and continuing professional development and training in management.	
<i>Knowledge</i>	General knowledge of MOH/GHS policies and operating procedures. Knowledge of quality assurance. Knowledge of staff policies and regulations in the Public Service Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

4. HUMAN RESOURCE MANAGERS

4.1 Human Resource Manager

Job Title	:	Human Resource Manager
Grade	:	Human Resource Manager
Responsible to	:	Head of Unit
Accountable to	:	Divisional Head/Head of facility

Job Purpose

To ensure effective and efficient human resource management practices in the facility/organization.

Main Duties and Responsibilities

- Assist in determining the human resource requirements of the facility/organization.
- Contribute to the development and maintenance of HR information system in the facility/organization.
- Participate in the implementation of HR policies, plans and strategies
- Provide technical support on operational, administrative and HR management procedures/systems
- Participate in the screening of applications for qualifications and advise on application evaluation and selection strategies and methods
- Assist in coordinating the selection, hiring and recruitment process.
- Liaise with Line Managers and In-Service Training Coordinators to identify unique departmental needs and assist in developing, implementing and evaluating training programs to address these needs.
- Contribute to the establishment of robust systems and processes to manage the induction processes and to develop criteria to monitor the effectiveness of these processes.
- Play active role in the pre-service and post-basic training activities.
- Provide career guidance and counseling services to staff on:
 - Staff progression/career opportunities within the service.
 - Performance management
 - Preparation towards exit
 - Preparation towards sound retirement.
- Assist in ensuring timely processing of welfare packages.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Assist in the organization of workplace durbars for the dissemination of HR management, administrative and operational issues
- Assist in the dissemination of guidelines for career counseling and guidance to staff.
- Attend and contribute at staff meetings

- Participate in multi-professional meetings and conferences as required.
- Be visible and approachable resource for staff and visitors.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of human resource management practices.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research to improve the efficiency of staff and to bring about better quality of care

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff and visitors

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Human Resource Manager**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	First degree in Human Resources Management or equivalent professional qualification with at least one year working experience.	Masters Degree in Human Resource Management or related field
<i>Knowledge</i>	Knowledge of HR management, administrative and operational issues Knowledge of industrial relation practices Knowledge of staff policies and regulations in the Public Service Knowledge of employment and labour legislation	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

4.2 Senior Human Resource Manager

Job Title	:	Human Resource Manager
Grade	:	Senior Human Resource Manager
Responsible to	:	Head of Unit
Accountable to	:	Divisional Head/Head of facility

Job Purpose

To ensure effective and efficient human resource management practices in the facility/organization.

Main Duties and Responsibilities

- Determine human resource requirements of the facility/organization.
- Contribute to the development and maintenance of HR information system in the facility/organization.
- Provide technical support on operational, administrative and HR management procedures/systems
- Implement HR policies, plans and strategies
- Screen applications for qualifications and advise on application evaluation and selection strategies and methods
- Assist in coordinating the selection, hiring and recruitment process.
- Contribute to the establishment of robust systems and processes to manage the induction processes and to develop criteria to monitor the effectiveness of these processes
- Assist in ensuring staff compliance with labour regulations and employment requirements
- Liaise with Line Managers and In-Service Training Coordinators to identify unique departmental needs and assist in developing, implementing and evaluating training programs to address these needs.
- Provide career guidance and counseling services to staff on:
 - Staff progression/career opportunities within the service.
 - Performance management
 - Preparation towards exit
 - Preparation towards sound retirement.
- Ensure timely processing of welfare packages.
- Ensure that all staff participate in an annual performance appraisal and annually update their personal development plans
- Assist in coordinating fellowships awards.

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Organize work place durbars for dissemination of HR management, administrative and operational issues including counselling of staff on retirement planning.
- Disseminate guidelines for career counselling and guidance to staff.

- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Be visible and approachable resource for staff and visitors.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of human resource management practices.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research to improve the efficiency of staff and to bring about better quality of care

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff and visitors
- Ensure that MOH/GHS and facility safety policies, arrangements, assessments, etc are in place and are made available to all the staff

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the MOH/GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the patient's charter.
 - o Comply with the MOH/GHS policies and procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Senior Human Resource Manager**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	First degree in Human Resources Management or equivalent professional qualification plus at least three (3) years working experience at the level of Human Resource Manager; Evidence of leadership and continuing professional development and training in management.	Masters Degree in Human Resource Management or related field
<i>Knowledge</i>	Knowledge of HR management, administrative and operational issues Knowledge of industrial relation practices Knowledge of staff policies and regulations in the Public Service Knowledge of employment and labour legislation	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.	

4.3 Principal Human Resource Manager

Job Title	:	Human Resource Manager
Grade	:	Principal Human Resource Manager
Responsible to	:	Head of Unit
Accountable to	:	Divisional Head/Head of facility

Job Purpose

To ensure effective and efficient human resource management practices in the facility/organization.

Main Duties and Responsibilities

- Determine human resource requirements of the facility/organization.
- Contribute to the development and maintenance of HR information system in the facility/organization
- Provide technical support on operational, administrative and HR management procedures/systems
- Implement HR policies, plans and strategies
- Screen applications for qualifications and advise on application evaluation and selection strategies and methods
- Coordinate the selection, hiring and recruitment process.
- Contribute to the establishment of robust systems and processes to manage the induction processes and to develop criteria to monitor the effectiveness of these processes
- Ensure staff compliance with labour regulations and employment requirements
- Liaise with Line Managers and In-Service Training Coordinators to identify unique departmental needs and assist in developing, implementing and evaluating training programs to address these needs.
- Provide career guidance and counseling services to staff on:
 - Staff progression/career opportunities within the service.
 - Performance management
 - Preparation towards exit
 - Preparation towards sound retirement.
- Ensure timely processing of welfare packages.
- Ensure that all staff participate in an annual performance appraisal and annually update their personal development plans
- Assist in coordinating fellowships awards

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Disseminate guidelines for career counselling and guidance to staff.
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Be visible and approachable resource for staff and visitors.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of human resource management practices.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in operational research to improve the efficiency of staff and to bring about better quality of care

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff and visitors
- Ensure that MOH/GHS and facility safety policies, arrangements, assessments, etc are in place and are made available to all the staff

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the MOH/GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the patient's charter.
 - o Comply with the MOH/GHS policies and procedures.

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service

**Person Specification
Principal Human Resource Manager**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>First degree in Human Resources Management or equivalent professional qualification plus at least Five (5) years working experience at the level of Senior Human Resource Manager; Evidence of leadership and continuing professional development and training in management.</p> <p>Experience in career guidance and counseling Experience in report writing</p>	Masters Degree in Human Resource Management or related field
<i>Knowledge</i>	<p>Knowledge of HR management, administrative and operational issues Knowledge of industrial relation practices Knowledge of staff policies and regulations in the Public Service Knowledge of employment and labour legislation</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.</p>	

4.4 Deputy Chief Human Resource Manager

Job Title	:	Human Resource Manager
Grade	:	Deputy Chief Human Resource Manager
Responsible to	:	Divisional Director/ Head of facility
Accountable to	:	Divisional Head/Head of facility

Job Purpose

To ensure effective and efficient human resource management practices in the facility/organization.

Main Duties and Responsibilities

- Determine Human Resource requirements of the facility/organization.
- Lead in the development and maintenance of HR information system in the facility/organization
- Ensure implementation of HR policies, plans and strategies
- Provide technical support on operational, administrative and HR management procedures/systems
- Advise staff and management on employee relation policies, disciplinary issues and processes Advise management on disciplinary issues and keep records on actions taken
- Ensure organization of work place durbars for dissemination of HR management, administrative and operational issues including counselling of staff on retirement planning.
- Coordinate recruitment,/selection processes to fill identified vacancies
- Collate names of staff due for promotion and co-ordinate promotion interviews.
- Liaise with the In-Service Training Coordinator to design, implement and monitor training programmes for the staff.
- Ensure that robust systems and processes are in place to manage the induction processes and to develop criteria to monitor the effectiveness of these processes.
- Coordinate staff deployment inter/intra
- Provide career guidance and counseling services to staff on:
 - Staff progression/career opportunities within the service.
 - Performance management
 - Preparation towards exit
 - Preparation towards sound retirement.
- Ensure timely processing of welfare packages.
- Ensure that all staff participate in an annual performance appraisal and annually up date their personal development plans
- Co-ordinate fellowship awards, pre-service and post-basic training activities

Communication and Working Relationships

- Foster good communication and team working relationships within the facility.
- Disseminate guidelines for career counselling and guidance to staff.

- Attend and contribute at staff and management meetings
- Participate in multi-professional meetings and conferences as required.
- Be visible and approachable resource for staff and visitors.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of human resource management practices.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Actively promote and participate in research and utilization of the research results.
- Conduct operational research to improve the efficiency of staff and to bring about better quality of care

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff and visitors
- Ensure that MOH/GHS and facility safety policies, arrangements, assessments, etc are in place and are made available to all the staff

Quality Assurance

- Ensure quality assurance systems are in place for monitoring quality and for investigating incidents and complaints in the department/unit.
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services

Further Information

- The post holder must at all times:
 - o Work in accordance with the MOH/GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the patient's charter
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Deputy Chief Human Resource Manager**

Criteria	Essential	Desirable
Educational Qualification and Experience	<p>First degree in Human Resources Management or related field plus Masters Degree in Human Resource or in a relevant field at the level of Principal Human Resource Manager; Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>First degree in Human Resources Management or related field plus Masters Degree in Human Resource or in a relevant field with at least THREE (3) years post Masters Degree working experience at the grade of Senior Human Resource Manager; Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>First degree in Human Resources Management or equivalent professional qualification plus at least Five (5) years working experience at the level of Principal Human Resource Manager; Evidence of leadership and continuing professional development and training in management</p> <p>Experience in career guidance and counseling Experience of policy and standards development.</p>	A PhD in a relevant field.
Knowledge	<p>Broad knowledge of HR management, administrative and operational issues</p> <p>Broad knowledge of industrial relation practices</p> <p>Broad knowledge of staff policies and regulations in the Public Service</p> <p>Broad knowledge of employment and labour legislation</p>	
Skills	<p>Excellent writing and verbal communication skills.</p> <p>Ability to work, lead and manage a multi-disciplinary team.</p> <p>Ability to organize workload and work under pressure to meet tight deadlines.</p> <p>Demonstrated ability to work on own initiative.</p> <p>Computer skills.</p> <p>Excellent problem-solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively.</p>	

4.5 Chief Human Resource Manager

Job Title	:	Human Resource Manager
Grade	:	Chief Human Resource Manager
Responsible to	:	Divisional Director/ Head of facility
Accountable to	:	Divisional Director/ Head of facility

Job Purpose

To ensure effective and efficient human resource management practices in the facility/organization.

Main Duties and Responsibilities

- Contribute to the design and development of human resource policies, plans and strategies to improve the working lives of staff and to bring about better patient care.
- Recommend modifications regarding existing human resource practices to management, and develop, coordinate and implement changes as needed.
- Contribute to the development of guidelines for monitoring and supervision of human resource programmes and activities.
- Provide advice to Management on operational, administrative and HR management procedures/systems
- Provide advice and consultation to staff regarding human resource policies and procedures and disciplinary issues.
- Ensure the implementation of HR policies, plans and strategies
- Ensures compliance with labour laws and GHS regulations regarding Human Resource activities.
- Ensure that robust systems and processes are in place to manage recruitment, induction and promotion processes and to develop criteria to monitor the effectiveness of these processes.
- Provide regular reports on human resource issues to the Divisional Directors
- Co-ordinate fellowship awards, pre-service and post-basic training activities
- Develop guidelines for career counselling and guidance

Communication and Working Relationships

- Foster good communication and team working relationships within the facility/organization.
- Ensure dissemination of guidelines for career counselling and guidance to staff.
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Be visible and approachable resource for staff and visitors.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of human resource management practices.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Actively promote and participate in research and utilization of the research results.
- Conduct operational research to improve the efficiency of staff and to bring about better quality of care

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff and visitors
- Ensure that MOH/GHS and facility safety policies, arrangements, assessments, etc are in place and are made available to all the staff

Quality Assurance

- Ensure quality assurance systems are in place for monitoring quality and for investigating incidents and complaints in the department/unit.
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services

Further Information

- The post holder must at all times:
 - o Work in accordance with the MOH/GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the patient's charter
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Chief Human Resource Manager**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>First degree in Human Resources Management or related field plus Masters Degree in Human Resource or in a relevant field with at least Five (5) years post Masters Degree working experience at the grade of Deputy Chief Human Resource Manager; Evidence of leadership and continuing professional development and training in management.</p> <p>Experience in career guidance and counseling Experience of policy and standards development.</p>	A PhD in a relevant field.
<i>Knowledge</i>	<p>Broad knowledge of HR management, administrative and operational issues Broad knowledge of industrial relation practices Broad knowledge of staff policies and regulations in the Public Service Broad knowledge of employment and labour legislation</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organize workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively.</p>	

5.1 PERSONNEL OFFICERS

5.1 Personnel Officer

Job Title	:	Personnel Officer
Grade	:	Chief Personnel Officer
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Unit-In-Charge/ Head of Department

Job Purpose

To process and maintain personnel records, forms and files in a professional and confidential manner.

Main Duties and Responsibilities

- Prepare and regularly update nominal roll
- Create and maintain files of all personnel information
- Assist in the organization of assessment interviews
- Assist in the preparation of pensions and gratuities for retired staff.
- Prepare annual leave roster and leave approval notification
- Prepare and process retirement benefits
- Process letters for approval of staff welfare packages
- Assist in the co-ordination of selection, recruitment and promotion of staff (new appointments and promotions)
- Process documents for implementing disciplinary decisions
- Assist in the establishment of welfare schemes for staff
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of personnel management.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

- **Quality Assurance**
- Comply with all GHS Quality Assurance Policy guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Personnel Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent plus one year internship or national service in a recognized health facility	Advanced Diploma in Personnel Management
<i>Knowledge</i>	Basic knowledge of staff policies and regulations in the Public Service Basic knowledge in employment and labour law Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
<i>Skills</i>	Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	Computer skills.
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

5.2 Senior Personnel Officer

Job Title	:	Personnel Officer
Grade	:	Senior Personnel Officer
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Unit-In-Charge/ Head of Department

Job Purpose

To process and maintain personnel records, forms and files in a professional and confidential manner.

Main Duties and Responsibilities

- Prepare and regularly update nominal roll
- Create and maintain files of all personnel information
- Prepare and process retirement benefits
- Assist in the co-ordination of selection, recruitment and promotion of staff (new appointments and promotions)
- Process documents for implementing disciplinary decisions
- Play active role in the establishment of welfare schemes for staff
- Process salary inputs for staff
- Organize workplace durbars.
- Provide technical support on personnel matters.
- Organize and assist in the implementation of welfare packages for staff
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with human resource staff and other health workers

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of personnel management.
- Monitor own performance against agreed objectives and standards.
- Contribute to the Continuing Professional Development (CPD) of the personnel staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Personnel Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent and at least Three (3) years working experience at the level of Personnel Officer plus continuing professional development	Advanced Diploma in Personnel Management
Knowledge	Knowledge of staff policies and regulations in the Public Service Knowledge in employment and labour law Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
Skills	Office management skills Good organizational skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	Computer skills.
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

5.3 Principal Personnel Officer

Job Title	:	Personnel Officer
Grade	:	Senior Personnel Officer
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Unit-In-Charge/ Head of Department

Job Purpose

To process and maintain personnel records, forms and files in a professional and confidential manner.

Main Duties and Responsibilities

- Prepare and regularly update nominal roll
- Create and maintain files of all personnel information
- Prepare and process retirement benefits
- Assist in screening applications for qualifications
- Assist in coordinating the selection, hiring, recruitment and promotion process.
- Process documents for implementing disciplinary decisions
- Play active role in the establishment of welfare schemes for staff
- Organize workplace durbars
- Provide technical support on personnel matters.
- Implement welfare packages for staff
- Process pensions and gratuity of retiring staff
- Process salary inputs and issue retirement letters
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with human resource staff and other health workers

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of personnel management.
- Monitor own performance against agreed objectives and standards.
- Contribute to the Continuing Professional Development (CPD) of the personnel staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Personnel Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent and at least Five (5) years working experience at the level of Senior Personnel Officer plus continuing professional development	Advanced Diploma in Personnel Management
Knowledge	Knowledge of staff policies and regulations in the Public Service Knowledge in employment and labour law Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
Skills	Office management skills Good organizational skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	Computer skills.
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

5.4 Assistant Chief Personnel Officer

Job Title	:	Personnel Officer
Grade	:	Assistant Chief Personnel Officer
Responsible To	:	Unit-In-Charge/ Head of Department
Accountable to	:	Unit-In-Charge/ Head of Department

Job Purpose

To process and maintain personnel records, forms and files in a professional and confidential manner.

Main Duties and Responsibilities

- Play active role in the daily operational management of the personnel unit including inventory and stock control and appropriate record keeping
- Implement policy and guidelines on personnel management
- Assist in advising staff and management on staff policies and regulations and disciplinary matters
- Assist in the provision of technical advice on labour relations including membership of Trades Union
- Screen applications for qualifications and advise on application evaluation and selection strategies and methods
- Liaise with Line Managers to co-ordinate staff induction and orientation programmes
- Assist in coordinating the selection, hiring, recruitment and promotion process.
- Provide technical support to Line Managers on issues relating to personnel management.
- Contribute to the preparation of budgets and reports on the activities of the personnel unit
- Contribute to devising of improved job methods for increasing efficiency in the unit.
- Play active role in the establishment of welfare schemes for staff
- Administer and manage wages and salaries
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with human resource staff and other health workers

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of personnel management.
- Monitor own performance against agreed objectives and standards.
- Contribute to the Continuing Professional Development (CPD) of the personnel staff.

- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Assistant Chief Personnel Officer

Criteria	Essential	Desirable
Educational Qualification and Exeprience	Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent plus Advanced Diploma in Personnel Management or related field with at least THREE (3) years post qualification working experience at the level of Senior Personnel Officer; Evidence of continuing professional development (CPD) Or Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent plus Advanced Diploma in Personnel Management or related field at the level of Principal Personnel Officer; Evidence of continuing professional development (CPD). Or Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent and at least Five (5) years working experience at the level of Principal Personnel Officer plus continuing professional development Experience in induction/orientation programmes Experience in managing welfare schemes Experience in Industrial and labour relations	

Knowledge	Knowledge of staff policies and regulations in the Public Service Knowledge in employment and labour law Knowledge of administrative practices and office procedures / protocols Knowledge of industrial relation practices	
Skills	Office management skills Good organizational skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	
Personal attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

5.5 Chief Personnel Officer

Job Title	:	Personnel Officer
Grade	:	Chief Personnel Officer
Responsible To	:	Divisional Director
Accountable to	:	Divisional Director

Job Purpose

To process and maintain personnel records, forms and files in a professional and confidential manner.

Main Duties and Responsibilities

- Ensure daily operational management of the personnel unit including inventory and stock control and appropriate record keeping
- Implement policy and guidelines on personnel management
- Advise staff and management on staff policies and regulations and disciplinary matters
- Provide technical advice on labour relations including membership of Trades Union
- Screen applications for qualifications and advise on application evaluation and selection strategies and methods
- Liaise with Line Managers to co-ordinate staff induction and orientation programmes
- Assist in coordinating the selection, hiring, recruitment and promotion process.
- Provide technical support to Line Managers on issues relating to personnel management.
- Contribute to the preparation of budgets and reports on the activities of the personnel unit
- Contribute to devising of improved job methods for increasing efficiency in the unit.
- Play active role in the establishment of welfare schemes for staff
- Assist in the periodic review of Scheme and conditions of service and job descriptions in the MOH/GHS.
- Supervise the preparation of pensions and gratuity for staff on retirement
- Undertake counseling of staff and clients

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with human resource staff and other health workers

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of personnel management.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the personnel staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Chief Personnel Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	Diploma in Administration / Personnel Management/ Industrial Relations or its equivalent plus Advanced Diploma in Personnel Management or related field with at least Five (5) years post qualification working experience at the level of Principal Personnel Officer; Evidence of continuing professional development (CPD) Experience in induction/orientation programmes Experience in managing welfare schemes Experience in Industrial and labour relations	
<i>Knowledge</i>	Broad knowledge of staff policies and regulations in the Public Service Broad Knowledge in employment and labour law Knowledge of administrative practices and office procedures / protocols Broad knowledge of industrial relation practices	
<i>Skills</i>	Office management skills Good organizational skills Counseling skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure Ability to initiate and maintain clear, concise documentation	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

6.1 PRIVATE SECRETARIES

6.1.1 Private Secretary

Job Title	:	Private Secretary
Grade	:	Private Secretary
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department/Division

Job Purpose

To provide efficient and effective secretarial and administrative support within the management offices.

Main Duties and Responsibilities

- Provide a reception service for callers and visitors to the management offices. This includes attending to members of staff and the public
- Answer and filter incoming calls and where necessary take and pass on messages.
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Take and transcribe minutes of meetings
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Be responsible for ensuring that the management offices are fully stocked with all the required stationery and office equipment required for its efficient running
- Take dictations and compose letters and other correspondences
- Type correspondence and reports as required.
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of secretarial services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Private Secretary

Criteria	Essential	Desirable
Educational Qualification and Experience	Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC <u>Or</u> HND in Secretaryship and Management Studies or its equivalent and at least ONE (1) year working experience	Advanced Diploma in Secretarial Services or related field
Knowledge	General Knowledge in secretarial services Knowledge of Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Strong word processing and spreadsheet software skills Good organizational skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.1.2 Senior Private Secretary

Job Title	:	Private Secretary
Grade	:	Private Secretary
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department/Division

Job Purpose

To provide efficient and effective secretarial and administrative support within the management offices.

Main Duties and Responsibilities

- Provide a reception service for callers and visitors to the management offices. This includes attending to members of staff and the public
- Answer and filter incoming calls and where necessary take and pass on messages.
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Take and transcribe minutes of meetings
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Be responsible for ensuring that the management offices are fully stocked with all the required stationery and office equipment required for its efficient running
- Take dictations and compose letters and other correspondences
- Type correspondence and reports as required.
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of secretarial services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to Continuing Professional Development (CPD) of the secretarial staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Senior Private Secretary

Criteria	Essential	Desirable
Educational Qualification and Experience	Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC Or HND in Secretaryship and Management Studies or its equivalent and at least Three (3) years working experience at the level of Private Secretary; Evidence of continuing professional development	Advanced Diploma in Secretarial Services or related field
Knowledge	General Knowledge in secretarial services Knowledge of Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Strong word processing and spreadsheet software skills Good organizational skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.1.3 Principal Private Secretary

Job Title	:	Private Secretary
Grade	:	Principal Private Secretary
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department/Division

Job Purpose

To provide efficient and effective secretarial and administrative support within the management offices.

Main Duties and Responsibilities

- Assign and supervise the work of the Stenographers, Typists and the junior Private Secretaries
- Provide a reception service for callers and visitors to the management offices. This includes attending to members of staff and the public
- Answer and filter incoming calls and where necessary take and pass on messages.
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Take and transcribe minutes of meetings
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Be responsible for ensuring that the management offices are fully stocked with all the required stationery and office equipment required for its efficient running
- Take dictations and compose letters and other correspondences
- Type correspondence and reports as required.
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of secretarial services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to Continuing Professional Development (CPD) of the secretarial staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Private Secretary

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC Or HND in Secretaryship and Management Studies or its equivalent and at least Five (5) years working experience at the level of Senior Private Secretary Evidence of continuing professional development	Advanced Diploma in Secretarial Services or related field
<i>Knowledge</i>	General Knowledge in secretarial services Knowledge of Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
<i>Skills & Abilities</i>	Computer skills Strong word processing and spreadsheet software skills Good organizational skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
<i>Personal Attributes</i>	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.1.4 Assistant Chief Private Secretary

Job Title	:	Private Secretary
Grade	:	Assistant Chief Private Secretary
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department/Division

Job Purpose

To provide efficient and effective secretarial and administrative support within the management offices.

Main Duties and Responsibilities

- Provide leadership for the secretarial staff
- Provide a reception service for callers and visitors to the management offices. This includes attending to members of staff and the public
- Answer and filter incoming calls and where necessary take and pass on messages.
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Take and transcribe minutes of meetings
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Be responsible for ensuring that the management offices are fully stocked with all the required stationery and office equipment required for its efficient running
- Take dictations and compose letters and other correspondences
- Type correspondence and reports as required.
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Establish and maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of secretarial services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to Continuing Professional Development (CPD) of the secretarial staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Assistant Chief Private Secretary

Criteria	Essential	Desirable
Educational Qualification and Experience	<p>Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC / HND in Secretaryship and Management Studies or its equivalent plus advanced diploma in Secretaryship and Management Studies or related field with at least Three (3) years post qualification working experience at the level of Senior Private Secretary plus continuing professional development and training in management.</p> <p style="text-align: center;">Or</p> <p>Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC / HND in Secretaryship and Management Studies or its equivalent plus advanced diploma in Secretaryship and Management Studies or related field at the level of Principal Private Secretary.</p> <p style="text-align: center;">Or</p> <p>Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC / HND in Secretaryship and Management Studies and at least Five (5) years working experience at the level of Principal Private Secretary plus continuing professional development and training in management</p>	
Knowledge	<p>Broad knowledge in secretarial services</p> <p>Broad knowledge of Office Practice</p> <p>Broad knowledge of GHS guidelines relating to patient/client confidentiality</p> <p>Broad knowledge of Administrative Practice and Procedures</p>	
Skills & Abilities	<p>Computer skills</p> <p>Strong word processing and spreadsheet software skills</p> <p>Good organizational skills</p> <p>Office management skills</p> <p>Clear written and verbal communication skills</p> <p>Excellent interpersonal skills.</p> <p>Ability to work under pressure</p>	
Personal Attributes	<p>Smart appearance</p> <p>Integrity, flexibility, enthusiasm, motivation, commitment, courteous</p>	

6.1.5 Chief Private Secretary

Job Title	:	Private Secretary
Grade	:	Chief Private Secretary
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department/Division

Job Purpose

To provide efficient and effective secretarial and administrative support within the management offices.

Main Duties and Responsibilities

- Provide leadership for the secretarial staff
- Provide a reception service for callers and visitors to the management offices. This includes attending to members of staff and the public
- Answer and filter incoming calls and where necessary take and pass on messages.
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Take and transcribe minutes of meetings
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Be responsible for ensuring that the management offices are fully stocked with all the required stationery and office equipment required for its efficient running
- Take dictations and compose letters and other correspondences
- Type correspondence and reports as required.
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Establish and maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of secretarial services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to Continuing Professional Development (CPD) of the secretarial staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Chief Private Secretary

Criteria	Essential	Desirable
Educational Qualification and Experience	Private Secretary Certificate from NVTI or Government Secretarial School or NADVEC / HND in Secretaryship and Management Studies or its equivalent plus advanced diploma in Secretaryship and Management Studies or related field with at least Five (5) years working experience at the level of Assistant Chief Private Secretary plus continuing professional development and training in management.	
Knowledge	Broad knowledge in secretarial services Broad knowledge in Office Practice Broad knowledge of GHS guidelines relating to patient/client confidentiality Broad knowledge of Administrative Practice and Procedures	
Skills & Abilities	Computer skills Strong word processing and spreadsheet software skills Good organizational skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.2 STENOGRAPHERS

6.2.1 Stenographer GD II

Job Title	:	Stenographer
Grade	:	Stenographer GD II
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide efficient and effective secretarial and support services within a Unit/department/directorate

Main Duties and Responsibilities

- Receive and screen visitors/telephone calls
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Type letters, reports and other correspondences
- File and retrieve documents
- Manage appointments
- Perform registry duties including confidential registry
- Take dictations and compose letters and other correspondences
- Photocopy letters and reports
- Ensure the routine cleaning of office machines, equipment and furniture
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Attend in-house training session relating to secretarial services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.

- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient’s Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Stenographer GD II

Criteria	Essential	Desirable
Educational Qualification and Experience	Stenographer Secretary Certificate from NVTI or Government Secretarial School or NADVEC	
Knowledge	General Knowledge in secretarial services Knowledge in Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.2.2 Stenographer GD I

Job Title	:	Stenographer
Grade	:	Stenographer GD I
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide efficient and effective secretarial and support services within a Unit/department/directorate

Main Duties and Responsibilities

- Receive and screen visitors/telephone calls
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Type letters, reports and other correspondences
- File and retrieve documents
- Manage appointments
- Perform registry duties including confidential registry
- Take dictations and compose letters and other correspondences
- Photocopy letters and reports
- Ensure the routine cleaning of office machines, equipment and furniture
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Attend in-house training sessions relating to secretarial services to update knowledge and skills
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Stenographer GD II

Criteria	Essential	Desirable
Educational Qualification and Experience	Stenographer Secretary Certificate from NVTI or Government Secretarial School or NADVEC and at least Three (3) years working experience at the level of Stenographer II Continuous development training in secretarial services	
Knowledge	General Knowledge in secretarial services Knowledge in Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Strong word processing and spreadsheet software skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.2.3 Stenographer Secretary

Title	:	Stenographer
Grade	:	Stenographer Secretary
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide efficient and effective secretarial and support services within a Unit/department/directorate

Main Duties and Responsibilities

- Assign work and supervise the activities of Typists and Junior Stenographers
- Receive and screen visitors/telephone calls
- Deal with enquiries from staff, healthcare professionals and members of the public
- Organize and maintain efficient filing systems within the management offices
- Maintain diary, addresses and contacts and manage appointments
- Arrange for meetings
- Type letters, reports and other correspondences
- File and retrieve documents
- Manage appointments
- Perform registry duties including confidential registry
- Take dictations and compose letters and other correspondences
- Photocopy letters and reports
- Ensure the routine cleaning of office machines, equipment and furniture
- Perform any other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues, visitors and clients/patients.
- Work with secretarial staff in a collegiate manner.
- Attend and contribute at staff meetings.

Person and People Development

- Attend in-house training session relating to secretarial services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Stenographer Secretary

Criteria	Essential	Desirable
Educational Qualification and Experience	Stenographer Secretary Certificate from NVTI or Government Secretarial School or NADVEC and at least FIVE (5) years working experience at the level of Stenographer GD I Continuous development training in secretarial services	
Knowledge	Broad knowledge in secretarial services Knowledge in Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Strong word processing and spreadsheet software skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.3 TYPISTS

6.3.1 Typist Grade II

Job Title	:	Typist
Grade	:	Typist Grade 1I
Responsible To	:	Unit In-Charge
Accountable to	:	Unit In-Charge

Job Purpose

To provide efficient and effective secretarial and support services within a Unit/department/directorate

Main Duties and Responsibilities

- Type letters, reports and other correspondences
- File and retrieve documents
- Receive and screen visitors/telephone calls
- Perform registry duties including confidential registry
- Photocopy letters and reports
- Ensure the routine cleaning of office machines, equipment and furniture
- Perform any other duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to secretarial services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Typist GD I

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus Typist Certificate from Government Secretarial School or NADVEC At least one-year on the job training	
Knowledge	General Knowledge in secretarial services Knowledge of Office Practice	
Skills & Abilities	Computer skills Typing skills Office management skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.3.2 Typist Grade 1

Job Title	:	Typist
Grade	:	Typist Grade 1
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide efficient and effective secretarial and support services within a Unit/department/directorate

Main Duties and Responsibilities

- Type letters, reports and other correspondences
- File and retrieve documents
- Receive and screen visitors/telephone calls
- Perform registry duties including confidential registry
- Photocopy letters and reports
- Undertake routine cleaning of office machines, equipment and furniture
- Perform any other duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to secretarial services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Typist GD I

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus Typist Certificate from Government Secretarial School or NADVEC and at least THREE (3) years working experience at the level of Typist GD I Continuous training in secretarial services	
Knowledge	General Knowledge in secretarial services Knowledge in Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Typing skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.3.3 Senior Typist

Job Title	:	Typist
Grade	:	Senior Typist
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide efficient and effective secretarial and support services within a Unit/department/directorate

Main Duties and Responsibilities

- Supervise and allocate work to other junior typists
- Type letters, reports and other correspondences
- File and retrieve documents
- Receive and screen visitors/telephone calls
- Perform registry duties including confidential registry
- Photocopy letters and reports
- Undertake routine cleaning of office machines, equipment and furniture
- Perform any other duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to secretarial services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Senior Typist

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus Typist Certificate from Government Secretarial School or NADVEC and at least FIVE (5) years working experience at the level of Typist GD I Continuous training in secretarial services	
Knowledge	General Knowledge in secretarial services Knowledge in Office Practice Knowledge of GHS guidelines relating to patient/client confidentiality	
Skills & Abilities	Computer skills Typing skills Office management skills Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.4 TELEPHONISTS

6.4.1 Telephonist

Job Title	:	Telephonist
Grade	:	Telephonist
Responsible To	:	Unit In-Charge
Accountable To	:	Head of Department

Job Purpose

To provide prompt response and accurate direction of incoming and outgoing telephone traffic and a reception service to patients, visitors and staff.

Main Duties and Responsibilities

- Receive, answer and transfer incoming calls and provide assistance to customers.
- Take and deliver messages from callers and retrieve messages from voice mail.
- Maintain, review and update telephone operator directory database and produce appropriate information from them for staff use.
- Promptly locate the personnel for emergency, maintenance and on-call purposes.
- Monitor the security and fire alarms to bring about the correct response and support to the alarm site for the indicated emergency situation.
- Provide a prompt, reliable and responsive service to patients, visitors and colleagues, ensuring that their needs are met at all times
- Adhere strictly to GHS policies with particular attention to those dealing with confidentiality and data protection
- Assist office support staff with clerical duties as needed
- Perform any other official duty assigned by the Unit In-Charge

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to telephone services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the secretarial services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Telephonists

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus certificate in telephone operation for Ghana Telecom At least one-year on the job training	
Knowledge and Experience	Knowledge of GHS guidelines relating to patient/client confidentiality Knowledge in customer care Knowledge in switchboard operation	
Skills & Abilities	Clear written and verbal communication skills Excellent interpersonal skills. Switchboard operating skills Ability to work under pressure	Computer skills
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.4.2 Senior Telephonist

Job Title	:	Telephonist
Grade	:	Senior Telephonist
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide prompt response and accurate direction of incoming and outgoing telephone traffic and a reception service to patients, visitors and staff.

Main Duties and Responsibilities

- Receive, answer and transfer incoming calls and provide assistance to customers.
- Take and deliver messages from callers and retrieve messages from voice mail.
- Maintain, review and update telephone operator directory database and produce appropriate information from them for staff use.
- Promptly locate the personnel for emergency, maintenance and on-call purposes.
- Monitor the security and fire alarms to bring about the correct response and support to the alarm site for the indicated emergency situation.
- Provide a prompt, reliable and responsive service to patients, visitors and colleagues, ensuring that their needs are met at all times
- Adhere strictly to GHS policies with particular attention to those dealing with confidentiality and data protection
- Assist office support staff with clerical duties as needed
- Perform any other official duty assigned by the Unit In-Charge

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to telephone services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the telephone services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Senior Telephonist

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus certificate in telephone operation for Ghana Telecom and at least Three (3) years working experience at the level of Telephonist plus Continuous training in telephone services Experience in customer care Experience in switchboard operation	
Knowledge	Knowledge of GHS guidelines relating to patient/client confidentiality Knowledge in Office Practice	
Skills & Abilities	Clear written and verbal communication skills Excellent interpersonal skills. Switchboard operating skills Ability to work under pressure	Computer skills
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.4.3 Principal Telephonist

Job Title	:	Telephonist
Grade	:	Principal Telephonist
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide prompt response and accurate direction of incoming and outgoing telephone traffic and a reception service to patients, visitors and staff.

Main Duties and Responsibilities

- Supervise other junior staff in the telephone unit
- Receive, answer and transfer incoming calls and provide assistance to customers.
- Take and deliver messages from callers and retrieve messages from voice mail.
- Maintain, review and update telephone operator directory database and produce appropriate information from them for staff use.
- Promptly locate the personnel for emergency, maintenance and on-call purposes.
- Monitor the security and fire alarms to bring about the correct response and support to the alarm site for the indicated emergency situation.
- Provide a prompt, reliable and responsive service to patients, visitors and colleagues, ensuring that their needs are met at all times
- Adhere strictly to GHS policies with particular attention to those dealing with confidentiality and data protection
- Assist office support staff with clerical duties as needed
- Perform any other official duty assigned by the Unit In-Charge

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to telephone services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the telephone services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Telephonist

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus certificate in telephone operation for Ghana Telecom and at least Five (5) years working experience at the level of Senior Telephonist plus continuous training in telephone services Experience in customer care Experience in switchboard operation	
Knowledge	Knowledge of GHS guidelines relating to patient/client confidentiality Knowledge in Office Practice	
Skills & Abilities	Clear written and verbal communication skills Excellent interpersonal skills. Switchboard operating skills Ability to work under pressure	Computer skills
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.5 RECEPTIONISTS

6.5.1 Receptionist

Job Title	:	Receptionist
Grade	:	Receptionist
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide professional and friendly customer care services to patients/clients and the community

Main Duties and Responsibilities

- Receive visitors, staff and patients at main reception, advising and directing as appropriate to ensure efficient response
- Provide a prompt, reliable and responsive service to patients, visitors and colleagues, ensuring that their needs are met at all times
- Establish prompt personal rapport with staff, customers/patients and visitors.
- Inform customers/patients and visitors of service arrangements and location of facilities
- Provide comprehensive documentation of commendations, complaints and actions
- Explain procedures for lodging complaints to patient and/or accredited representative
- Provide information regarding policies and regulations of the facility to customers/patients and visitors.
- Transmit and distribute messages and educational materials
- Adhere strictly to GHS policies with particular attention to those dealing with confidentiality and data protection
- Perform any other official duty assigned by the Unit In-Charge

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to customer care services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the customer care services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Receptionist

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus certificate from Government Secretarial School or NADVEC At least 1-year post qualification experience in customer care services.	
Knowledge	Knowledge of GHS guidelines relating to patient/client confidentiality Knowledge in customer care services Knowledge in telephone services	
Skills & Abilities	Clear written and verbal communication skills Excellent interpersonal skills. Ability to work under pressure	Computer skills
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.5.2 Senior Receptionist

Job Title	:	Receptionist
Grade	:	Senior Receptionist
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide professional and friendly customer care services to patients/clients and the community

Main Duties and Responsibilities

- Receive visitors, staff and patients at main reception, advising and directing as appropriate to ensure efficient response
- Provide a prompt, reliable and responsive service to patients, visitors and colleagues, ensuring that their needs are met at all times
- Establish prompt personal rapport with staff, customers/patients and visitors.
- Inform customers/patients and visitors of service arrangements and location of facilities
- Provide comprehensive documentation of commendations, complaints and actions
- Explain procedures for lodging complaints to patient and/or accredited representative
- Provide information regarding policies and regulations of the facility to customers/patients and visitors.
- Transmit and distribute messages and educational materials
- Adhere strictly to GHS policies with particular attention to those dealing with confidentiality and data protection
- Perform any other official duty assigned by the Unit In-Charge

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to customer care services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the customer care services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Senior Receptionists

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus certificate from Government Secretarial School or NADVE and at least Three (3) years working experience at the level of Receptionist plus continuing training in customer care services Experience in customer care services	
Knowledge	Knowledge of GHS guidelines relating to patient/client confidentiality Knowledge in Office Practice	
Skills & Abilities	Clear written and verbal communication skills Excellent interpersonal skills. Switchboard operating skills Ability to work under pressure	Computer skills
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

6.5.3 Principal Receptionist

Job Title	:	Receptionist
Grade	:	Senior Receptionist
Responsible To	:	Unit In-Charge
Accountable to	:	Head of Department

Job Purpose

To provide professional and friendly customer care services to patients/clients and the community

Main Duties and Responsibilities

- Supervise and allocate work to junior Receptionists
- Receive visitors, staff and patients at main reception, advising and directing as appropriate to ensure efficient response
- Provide a prompt, reliable and responsive service to patients, visitors and colleagues, ensuring that their needs are met at all times
- Establish prompt personal rapport with staff, customers/patients and visitors.
- Inform customers/patients and visitors of service arrangements and location of facilities
- Provide comprehensive documentation of commendations, complaints and actions
- Explain procedures for lodging complaints to patient and/or accredited representative
- Provide information regarding policies and regulations of the facility to customers/patients and visitors.
- Transmit and distribute messages and educational materials
- Adhere strictly to GHS policies with particular attention to those dealing with confidentiality and data protection
- Perform any other official duty assigned by the Unit In-Charge

Communication and Working Relationship

- Maintain effective communication with work colleagues, other staff, patients/clients and visitors.
- Attend and contribute at general staff meetings.

Person and People Development

- Attend in-house training session relating to customer care services to update knowledge and skills.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the customer care services.

Further Information

- The post holder must at all times:
 - o Work in accordance with GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Receptionists

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI plus certificate from Government Secretarial School or NADVEC and at least Five (5) years working experience at the level of Senior Receptionist plus continuing training in customer care services Experience in customer care services	
Knowledge	Knowledge of GHS guidelines relating to patient/client confidentiality Knowledge in Office Practice	
Skills & Abilities	Clear written and verbal communication skills Excellent interpersonal skills. Switchboard operating skills Ability to work under pressure	Computer skills
Personal Attributes	Smart appearance Integrity, flexibility, enthusiasm, motivation, commitment, courteous	

7. HEALTH PLANNING OFFICERS

7.1 Health Planning Officer

Job Title	:	Health Planning Officer
Grade	:	Health Planning Officer
Responsible To	:	Head of Unit/Department
Accountable To	:	Divisional Head

Job Purpose

To coordinate health plans and budgets and to advise on matters relating to planning, monitoring and evaluation of health programmes

Main Duties and Responsibilities

- Provide technical advice and support to the Regions and Districts in health planning and budgeting.
- Assist in the development and review of planning and budgeting guidelines.
- Assist in the dissemination of procedures and guidelines on planning and budgeting within the organisation.
- Assist in the collection, processing, analysis and interpretation of relevant health data required for planning and budgeting.
- Contribute to the maintenance of database for health planning and budgeting.
- Participate in the collation of annual plans and budgets in the organisation.
- Assist in the monitoring and controlling of plans and budget implementation through periodic reviews and appraisal.
- Participate in development, implementation and evaluation of GHS Policies and Strategies.
- Participate in the preparation of annual and other periodic reports for GHS.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS
- Attend and contribute at staff meetings
- Participate in professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health planning and budgeting.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in the design and implementation of research activities.

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the planning unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the planning services
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Health Planning Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	B.Sc. Degree in Health Planning or other related field plus one (1) year internship or national service in a recognized health facility	Masters Degree in planning or related field
Knowledge	General knowledge of MoH/GHS policies and operating procedures. General knowledge of planning and budgeting process and procedures used in public sector and GHS/MOH General knowledge of key performance indicators for the health sector	

Skills	<p>Excellent writing and verbal communication skills. Ability to work with a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

7.2 Senior Health Planning Officer

Job Title	:	Health Planning Officer
Grade	:	Senior Health Planning Officer
Responsible To	:	Head of Unit
Accountable To	:	Head of Division

Job Purpose

To coordinate health plans and budgets and to advise on matters relating to planning, monitoring and evaluation of health programmes

Main Duties and Responsibilities

- Provide technical advice and support to the Regions and Districts in health planning and budgeting.
- Contribute to the development and review of planning and budgeting guidelines.
- Participate in dissemination of procedures and guidelines on planning and budgeting within the organisation.
- Participate in the collection, processing, analysis and interpretation of relevant health data required for planning and budgeting.
- Contribute to the maintenance of database for health planning and budgeting.
- Participate in the collation of annual plans and budgets in the organisation.
- Contribute to the monitoring and controlling of plans and budget implementation through periodic reviews and appraisal.
- Participate in development, implementation and evaluation of GHS Policies and Strategies.
- Contribute to the development of medium/Long term strategic plans for the GHS
- Contribute to the preparation of annual and other periodic reports for GHS.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with Health Partners, MDAs and other related agencies
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health planning and budgeting.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the Planning Officers.
- Keep up to date on job related issues as appropriate.

- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise the activities of the Junior Planning Officers as appropriate
- Participate in the day-to-day management of the planning unit including personnel matters and appropriate record keeping
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Participate in formal evaluation and research programmes.
- Participate in scientific/professional meetings.

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the planning unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the planning services
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Senior Health Planning Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	B.Sc. Degree in Health Planning or other related field plus Three (3) years working experience at the grade of Health Planning Officer; Evidence of continuing professional development.	Masters Degree in planning or related field
<i>Knowledge</i>	Knowledge of MoH/GHS policies and operating procedures. Knowledge of planning and budgeting process and procedures used in public sector and GHS/MOH Knowledge of key performance indicators for the health sector	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

7.3 Principal Health Planning Officer

Job Title	:	Health Planning Officer
Grade	:	Principal Health Planning Officer
Responsible To	:	Head of Unit/Department
Accountable To	:	Divisional Head

Job Purpose

To coordinate health plans and budgets and to advise on matters relating to planning, monitoring and evaluation of health programmes

Main Duties and Responsibilities

- Provide technical advice and support to the Regions and Districts in health planning and budgeting.
- Contribute to the development and review of planning and budgeting guidelines.
- Play active role in dissemination of procedures and guidelines on planning and budgeting within the organisation.
- Participate in the collection, processing, analysis and interpretation of relevant health data required for planning and budgeting.
- Contribute to the maintenance of database for health planning and budgeting.
- Participate in the collation of annual plans and budgets in the organisation.
- Contribute to the monitoring and controlling of plans and budget implementation through periodic reviews and appraisal.
- Participate in development, implementation and evaluation of GHS Policies and Strategies.
- Contribute to the development of medium/Long term strategic plans for the GHS
- Contribute to the preparation of annual and other periodic reports for GHS.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with Health Partners, MDAs and other related agencies
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health planning and budgeting.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of the Planning Officers.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise the activities of the Junior Planning Officers as appropriate
- Participate in the day-to-day management of the planning unit including personnel matters and appropriate record keeping
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Participate in formal evaluation and research programmes.
- Participate in scientific/professional meetings.

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the planning unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the planning services
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Principal Health Planning Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	B.Sc. Degree in Health Planning or other related field plus FIVE (5) years working experience at the grade of Senior Health Planning Officer; Evidence of continuing professional development and training in management. Experience in formal evaluation and research programmes. Experience in project financing, planning and appraisal	Masters Degree in planning or related field Experience of multi-agency networking.
<i>Knowledge</i>	Knowledge of MoH/GHS policies and operating procedures. Knowledge of planning and budgeting process and procedures used in public sector and GHS/MOH Knowledge of key performance indicators for the health sector	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to work, lead and manage a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

7.4 Deputy Chief Health Planning Officer

Job Title	:	Health Planning Officer
Grade	:	Deputy Chief Health Planning Officer
Responsible To	:	Head of Unit/Department
Accountable To	:	Divisional Head

Job Purpose

To coordinate health plans and budgets and to advise on matters relating to planning, monitoring and evaluation of health programmes

Main Duties and Responsibilities

- Contribute to the implementation and evaluation of National Health Policies and Strategies
- Provide technical advice at the various levels of the Service in the area of planning and budgeting.
- Contribute to the development and review of planning and budgeting guidelines.
- Ensure effective dissemination of procedures and guidelines on planning and budgeting within the organisation.
- Facilitate the collection, processing, analysis and interpretation of relevant health data required for planning and budgeting.
- Facilitate the development and maintenance of database for health planning and budgeting.
- Facilitate the collation of annual plans and budgets in the organisation.
- Play active role in monitoring and controlling of plans and budget implementation through periodic reviews and appraisal.
- Participate in policy development, analysis and review in the GHS.
- Contribute to the development of medium/Long term strategic plans for the GHS
- Contribute to the preparation of annual and other periodic reports for GHS.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with Health Partners, MDAs and other related agencies
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health planning and budgeting.
- Monitor own performance against agreed objectives and standards.

- Ensure Continuing Professional Development (CPD) of the Health Planning Officers.
- Play active role in the recruitment, selection, induction and retention of the Health Planning Officers in GHS.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.
- Undertake performance appraisals for the Health Planning Officers.

Management

- Supervise and direct the activities of the Planning Officers as appropriate
- Undertake day-to-day management of the planning unit including personnel matters and appropriate record keeping
- Devise improved job methods for increasing efficiency.
- Promote a positive image for GHS.
- Provide leadership and mentorship to inspire Planning Officers for future development.

Research

- Co-ordinate and participate in formal evaluation and research programmes.
- Participate in scientific/professional meetings.

Health Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for planning services in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.*

**Person Specification
Deputy Chief Planning Officer**

Criteria	Essential	Desirable
Educational Qualification and Experience	<p>B.Sc. Degree in Health Planning or other related field plus a Masters Degree in Health Planning and Policy or in a relevant field at the level of Principal Health Planning Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>B.Sc. Degree in Health Planning or other related field plus a Masters Degree in Health Planning and Policy or in a relevant field with at least THREE (3) years post Masters Degree working experience at the grade of Senior Health Planning Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>B.Sc. Degree in Health Planning or other related field plus FIVE (5) years working experience at the grade of Principal Health Planning Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Experience in formal evaluation and research programmes. Experience in Project financing, planning and appraisal</p>	Experience of multi-agency networking.
Knowledge	<p>Broad knowledge base and experience of MoH/GHS policies and operating procedures.</p> <p>Broad knowledge of planning and budgeting process and procedures used in public sector and GHS/MOH</p> <p>Broad knowledge of key performance indicators for the health sector</p>	
Skills	<p>Excellent writing and verbal communication skills.</p> <p>Ability to work, lead and manage a multi-disciplinary team.</p> <p>Ability to organise workload and work under pressure to meet tight deadlines.</p> <p>Demonstrated ability to work on own initiative.</p> <p>Computer skills.</p> <p>Excellent problem-solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

7.5 Chief Health Planning Officer

Job Title	:	Health Planning Officer
Grade	:	Chief Health Planning Officer
Responsible To	:	Head of Unit/Department
Accountable To	:	Divisional Head

Job Purpose

To coordinate health plans and budgets and to advise on matters relating to planning, monitoring and evaluation of health programmes

Main Duties and Responsibilities

- Contribute to the implementation and evaluation of National Health Policies and Strategies
- Provide technical advice at the various levels of the Service in the area of planning and budgeting.
- Facilitate the development and review of planning and budgeting guidelines.
- Ensure effective dissemination of procedures and guidelines on planning and budgeting within the organisation.
- Facilitate and coordinate the collection, processing, analysis and interpretation of relevant health data required for planning and budgeting.
- Lead in the development and maintenance of database for health planning and budgeting.
- Facilitate the collation of annual plans and budgets in the GHS.
- Monitor and control plans and budget implementation through periodic reviews and appraisal.
- Contribute to policy development, analysis and review in the GHS.
- Contribute to the development of medium/Long term strategic plans for the GHS
- Contribute to the preparation of annual and other periodic reports for GHS.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with Health Partners, MDAs and other related agencies
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health planning and budgeting.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the Health Planning Officers.

- Play active role in the recruitment, selection, induction and retention of the Health Planning Officers in GHS.
- Undertake performance appraisals for the Health Planning Officers.

Management

- Supervise and direct the activities of the Planning Officers as appropriate
- Oversee the day-to-day management of the planning unit including personnel matters and appropriate record keeping
- Devise improved job methods for increasing efficiency.
- Promote a positive image for GHS.
- Provide leadership and mentorship to inspire Planning Officers for future development.

Research

- Co-ordinate and participate in formal evaluation and research programmes.
- Participate in scientific/professional meetings.

Health Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for planning services in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Chief Planning Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>B.Sc. Degree in Health Planning or other related field plus a Masters Degree in Health Planning and Policy or in a relevant field with at least five (5) years working experience at the level of Deputy Chief Health Planning Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Experience in formal evaluation and research programmes. Experience in Project financing, planning and appraisal</p>	<p>Member of relevant Professional Body.</p> <p>Experience of multi-agency networking.</p>
<i>Knowledge</i>	<p>A broad knowledge base and experience of MoH/GHS policies and operating procedures.</p> <p>Sound knowledge of planning and budgeting process and procedures used in public sector and GHS/MOH</p> <p>Sound knowledge of key performance indicators for the health sector</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills.</p> <p>Ability to work, lead and manage a multi-disciplinary team.</p> <p>Ability to organise workload and work under pressure to meet tight deadlines.</p> <p>Demonstrated ability to work on own initiative.</p> <p>Computer skills.</p> <p>Excellent problem-solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

8. HEALTH RESEARCH OFFICERS

8.1 Health Research Officer

Job Title : Health Research Officer

Grade : Health Research Officer

Responsible To : Head of Unit

Accountable To : Divisional Director

Job Purpose

To conduct and coordinate research activities related to health issues to improve the service development.

Main Duties and Responsibilities

- Conduct research into health issues to facilitate policy formulation and program implementation.
- Assist in coordinating research activities related to health issues
- Assist in the provision of training and capacity building in health/operational research at the respective levels
- Participate in capacity development in the area of writing for publication in peer reviewed journals
- Assist various Divisions, Regions, Districts and Programs to carry out research.
- Provide data management support
- Assist in the provision of technical support and guidance to various Health Research Centres.
- Assist in the documentation of health researches as well as the dissemination of research findings.
- Participate in monitoring and evaluation of operational research at the various levels of the Service.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS
- Attend and contribute at staff meetings
- Participate in professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health research.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of staff. Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the Health Research Unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Health Research Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	B.Sc/BA Degree in Applied or Social Sciences or its equivalent plus one (1) year internship or national service in a recognized Health Research Centre	Masters Degree in Public Health, Health Economics, Epidemiology or Social Sciences
Knowledge	General knowledge of MoH/GHS policies and operating procedures. General knowledge in proposal writing, formal research work and research dissemination Knowledge of GHS Patient Charter Knowledge of Health and Safety	
Skills	Excellent writing and verbal communication skills. Ability to work in a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

8.2 Senior Health Research Officer

Job Title	:	Health Research Officer
Grade	:	Senior Health Research Officer
Responsible To	:	Head of Unit
Accountable To	:	Divisional Director

Job Purpose

To conduct and coordinate research activities related to health issues to improve the service development.

Main Duties and Responsibilities

- Conduct research into health issues to facilitate policy formulation and programme implementation.
- Coordinate research activities related to health issues
- Provide training and capacity building in health / operational research
- Provide technical support in the area of operational research at the Divisional, Regional, District, and Programme level.
- Participate in capacity development in the area of writing for publication in peer reviewed journals
- Provide data management support
- Document and disseminate research findings
- Participate in the coordination of activities of the Ethics Review Committee
- Provide technical support and guidance to various Health Research Centres.
- Participate in monitoring and evaluation of operational research at the various levels of the Service.

Communication and Working Relationship

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with other research and academic institutions on health research issues
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health research.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of staff.
- Keep up to date on job related issues as appropriate.

- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise the activities of the Junior Health Research Officers as appropriate
- Participate in the day-to-day management of the research unit including personnel matters and appropriate record keeping
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the health research unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Senior Health Research Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	B.Sc/BA Degree in Applied or Social Sciences or other related field plus at least THREE (3) years working experience at the grade of Health Research Officer; Evidence of continuing professional development Experience in coordinating and implementing research and development programmes.	Masters Degree in Public Health, Health Economics, Epidemiology or Social Sciences
<i>Knowledge</i>	Knowledge and understanding of MoH/GHS policies and operating procedures. Knowledge in research proposal writing and research dissemination Knowledge of GHS Patient Charter Knowledge of Health and Safety	
<i>Skills</i>	Excellent writing and verbal communication skills. Ability to work in a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

8.3 Principal Health Research Officer

Job Title	:	Health Research Officer
Grade	:	Principal Health Research Officer
Responsible To	:	Head of Unit
Accountable To	:	Divisional Director

Job Purpose

To conduct and coordinate research activities related to health issues to improve the service development.

Main Duties and Responsibilities

- Conduct research into health issues to facilitate policy formulation and programme implementation.
- Coordinate research activities related to health issues
- Provide training and capacity building in health / operational research
- Provide technical support in the area of operational research at the Divisional, Regional, District, and Programme level.
- Contribute to capacity development in the area of writing for publication in peer reviewed journals
- Provide data management support
- Document and disseminate research findings
- Coordinate activities of the Ethics Review Committee
- Provide technical support and guidance to various Health Research Centres.
- Monitor and evaluate operational research at the various levels of the Service.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with other research and academic institutions on health research issues
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health research.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise the activities of the Junior Health Research Officers as appropriate
- Participate in the day-to-day management of the research unit including personnel matters and appropriate record keeping
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the planning unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Principal Health Research Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	B.Sc/BA Degree in Applied or Social Sciences or other related field plus FIVE (5) years working experience at the grade of Senior Health Research Officer; Evidence of continuing professional development and training in management. Experience in coordinating and implementing research and development programmes.	Masters Degree in Public Health, Health Economics, Epidemiology or Social Sciences
Knowledge	Knowledge and understanding of MoH/GHS policies and operating procedures. Knowledge and understanding of research proposal writing and research dissemination Knowledge of GHS Patient Charter Knowledge of Health and Safety	

Skills	<p>Excellent writing and verbal communication skills. Ability to work in a multi-disciplinary team. Ability to organise workload and work under pressure to meet tight deadlines. Demonstrated ability to work on own initiative. Computer skills. Excellent problem-solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

8.4 Deputy Chief Health Research Officer

Job Title	:	Health Research Officer
Grade	:	Deputy Chief Health Research Officer
Responsible To	:	Head of Unit/Department
Accountable To	:	Divisional Director

Job Purpose

To conduct and coordinate research activities related to health issues to improve the service development.

Main Duties and Responsibilities

- Conduct research into health issues to facilitate policy formulation and programme implementation.
- Coordinate research activities related to health issues
- Provide training and capacity building in health / operational research
- Ensure provision of technical support in the area of operational research at the Divisional, Regional, District, and Programme level.
- Ensure capacity development in the area of writing for publication in peer reviewed journals
- Ensure provision of data management support
- Oversee the documentation and dissemination of research findings
- Ensure coordination of activities of the Ethics Review Committee
- Provide technical support and guidance to various Health Research Centres.
- Oversee the monitoring and evaluation of operational research at the various levels of the Service.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with other research and academic institutions on health research issues
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health research.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of Health Research Officers.
- Play active role in the recruitment, selection, induction and retention of the Health Research Officers in GHS.
- Keep up to date on job related issues as appropriate.

- Undertake performance appraisals for Health Research Officers.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise the activities of the Health Research Officers as appropriate
- Undertake day-to-day management of the research unit including personnel matters and appropriate record keeping
- Devise improved job methods for increasing efficiency.
- Promote a positive image for GHS.
- Provide leadership and mentorship to inspire Health Research Officers for future development.

Health Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for research activities in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.*

**Person Specification
Deputy Chief Health Research Officer**

Criteria	Essential	Desirable
Educational Qualification and Experience	<p>B.Sc/BA Degree in Applied or Social Sciences or other related field plus Masters Degree in Public Health/Health Economics/Epidemiology/Social Sciences or in a relevant field at the level of Principal Health Research Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>B.Sc/BA Degree in Applied or Social Sciences or other related field plus Masters Degree in Public Health/Health Economics/Epidemiology/Social Sciences or in a relevant field with at least THREE (3) years post Masters Degree working experience at the grade of Senior Health Research Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Or</p> <p>B.Sc/BA Degree in Applied or Social Sciences or other related field plus FIVE (5) years working experience at the grade of Principal Health Research Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Broad Experience in coordinating and implementing research and development programmes</p>	
Knowledge	<p>Broad knowledge of MoH/GHS policies and operating procedures.</p> <p>Broad knowledge and understanding of research proposal writing and research dissemination</p> <p>Knowledge of GHS Patient Charter</p> <p>Knowledge of Health and Safety</p>	
Skills	<p>Excellent writing and verbal communication skills.</p> <p>Ability to work in a multi-disciplinary team.</p> <p>Ability to organise workload and work under pressure to meet tight deadlines.</p> <p>Demonstrated ability to work on own initiative.</p> <p>Computer skills.</p> <p>Excellent problem-solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

8.5 Chief Health Research Officer

Job Title	:	Health Research Officer
Grade	:	Chief Health Research Officer
Responsible To	:	Divisional Director
Accountable To	:	Divisional Director

Job Purpose

To conduct and coordinate research activities related to health issues to improve the service development.

Main Duties and Responsibilities

- Conduct research into health issues to facilitate policy formulation and programme implementation.
- Coordinate research activities related to health issues
- Ensure provision of training and capacity building in health / operational research
- Ensure provision of technical support in the area of operational research at the Divisional, Regional, District, and Programme level.
- Ensure capacity development in the area of writing for publication in peer reviewed journals
- Ensure provision of data management support
- Oversee the documentation and dissemination of research findings
- Ensure coordination of activities of the Ethics Review Committee
- Ensure the provision of technical support and guidance to various Health Research Centres.
- Oversee the monitoring and evaluation of operational research at the various levels of the Service.

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Maintain collaborative links with other research and academic institutions on health research issues
- Participate in multi-professional meetings and conferences as required.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health research.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of Health Research Officers.
- Play active role in the recruitment, selection, induction and retention of the Health Research Officers in GHS.

- Keep up to date on job related issues as appropriate.
- Undertake performance appraisals for Health Research Officers.

Management

- Supervise and direct the activities of the Health Research Officers as appropriate
- Oversee the day-to-day management of the research unit including personnel matters and appropriate record keeping
- Devise improved job methods for increasing efficiency.
- Promote a positive image for GHS.
- Provide leadership and mentorship to inspire Health Research Officers for future development.

Health Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for research activities in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.*

**Person Specification
Chief Health Research Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>B.Sc/BA Degree in Applied or Social Sciences or other related field plus Masters Degree in Public Health/Health Economics/Epidemiology/Social Sciences or in a relevant field with at least FIVE (5) years post Masters Degree working experience at the grade of Deputy Chief Health Research Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Broad experience in coordinating and implementing research and development programmes.</p>	
<i>Knowledge</i>	<p>Broad knowledge of MoH/GHS policies and operating procedures.</p> <p>Broad knowledge and understanding of research proposal writing and research dissemination</p> <p>Knowledge of GHS Patient Charter</p> <p>Knowledge of Health and Safety</p>	
<i>Skills</i>	<p>Excellent writing and verbal communication skills.</p> <p>Ability to work with a multi-disciplinary team.</p> <p>Ability to organise workload and work under pressure to meet tight deadlines.</p> <p>Demonstrated ability to work on own initiative.</p> <p>Computer skills.</p> <p>Excellent problem-solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

9. STATISTICIANS

9.1 Statistician

Job Title	:	Statistician
Grade	:	Statistician
Responsible To	:	Head of Unit
Accountable To	:	Head of Department/ Divisional Director

Job purpose:

To develop a system for surveillance, monitoring and evaluating data collection instruments and protocol and to apply statistical analyses to research projects for the purpose of effectively collecting and reporting data

Main Duties and Responsibilities

- Assist in determining appropriate statistical methods for the correct analysis of data
- Assist in the planning and documentation of computer data file structure
- Assist in developing programme as well as managing and maintaining statistical database.
- Conduct logic checks to maintain data quality.
- Use existing statistical software and a variety of established statistical methods to gather, analyse and interpret research data to derive useful information for research studies.
- Format data, and develop and prepare reports, charts, tables and other related documents and graphics.
- Participate in the development of statistical methodology, study design and data analysis.
- Assists in project planning and management with clients and other staff members.
- May supervise data entry personnel and/or students on specific, project related tasks.
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues other team members
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.

- Keep up to date on job related issues as appropriate.
- Contribute to the development of training programmes and training of health information staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in the design and implementation of research activities

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the Health Information Unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Statistician

Criteria	Essential	Desirable
Educational Qualification and Experience	BSc or equivalent in Statistics/Mathematics or related field plus at least ONE (1) internship or national service at a recognised health institution	MSC in Statistics/Mathematics or related field
Knowledge	Familiarity with theoretical and practical non-standard statistical techniques Knowledge of computer systems Basic Knowledge of GHS policies and operating procedures Knowledge of GHS Patient Charter Knowledge of Health and Safety	

Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

9.2 Senior Statistician

Job Title	:	Statistician
Grade	:	Senior Statistician
Responsible To	:	Head of Unit
Accountable To	:	Head of Department/ Divisional Director

Job purpose:

To develop a system for surveillance, monitoring and evaluating data collection instruments and protocol and to apply statistical analyses to research projects for the purpose of effectively collecting and reporting data

Main Duties and Responsibilities

- Determine appropriate statistical methods for the correct analysis of data
- Plan and document computer data file structure; develop, programme, manage, and maintain complex statistical database.
- Conduct logic checks to maintain data quality.
- Utilize existing statistical or mathematical routines, or develop programs for new techniques so that appropriate analysis of research data may be performed.
- Use existing statistical software to gather, analyse and interpret research data to derive useful information for research studies.
- Format data, and develop and prepare reports, charts, tables and other related documents and graphics.
- Participate in the development of statistical methodology, study design and data analysis.
- Assist in project planning and management with clients and other staff members.
- Encourage and support information/data Quality Assurance Programme.
- May supervise data entry personnel and/or students on specific, project related tasks.
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues other team members
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Junior staff in the Health Information Unit as appropriate
- Participate in the day-to-day management of the unit including personnel matters and appropriate record keeping
- Contribute to the preparation of facility plans and budget.
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Participate in the design and implementation of research activities

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the health information unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Statistician

Criteria	Essential	Desirable
Educational Qualification and Experience	BSc or equivalent in Statistics/Mathematics or related field plus at least Three (3) years working experience at the level of Statistician plus Continuing Professional Development (CPD)	MSC in Statistics/Mathematics or related field
Knowledge	Familiarity with theoretical and practical non-standard statistical techniques Knowledge of computer systems Knowledge of GHS policies and operating procedures Knowledge of GHS Patient Charter	

	Knowledge of Health and Safety	
Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

9.3 Principal Statistician

Job Title	:	Statistician
Grade	:	Principal Statistician
Responsible To	:	Head of Department/Unit
Accountable To	:	Facility in-charge

Job purpose:

To develop a system for surveillance, monitoring and evaluating data collection instruments and protocol and to apply statistical analyses to research projects for the purpose of effectively collecting and reporting data

Main Duties and Responsibilities

- Determine appropriate statistical methods for the correct analysis of data
- Plan and document computer data file structure; develop, programme, manage, and maintain complex statistical database.
- Provide technical advice for selection of data samples and preparation of questionnaires and surveys.
- Conduct logic checks to maintain data quality.
- Utilize existing statistical or mathematical routines, or develop programs for new techniques so that appropriate analysis of research data may be performed.
- Use existing statistical software to gather, analyse and interpret research data to derive useful information for research studies.
- Format data, and develop and prepare reports, charts, tables and other related documents and graphics.
- Participate in the development of statistical methodology, study design and data analysis.
- Assist in project planning and management with clients and other staff members.
- Supervise data entry personnel and/or students on specific, project related tasks.
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues other team members
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Contribute to Continuing Professional Development (CPD) of staff in the Unit.
- Keep up to date on job related issues as appropriate.

- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Junior staff in the Health Information Unit as appropriate
- Participate in the day-to-day management of the unit including personnel matters and appropriate record keeping
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Undertake design and implementation of research activities

Health Safety Responsibilities

- Take care of own safety and ensure the safety of other staff in the health information unit.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Principal Statistician

Criteria	Essential	Desirable
Educational Qualification and Experience	BSc or equivalent in Statistics/Mathematics or related field plus at least Five (5) years working experience at the level of Senior Statistician plus Continuing Professional Development (CPD) and training in management	MSC in Statistics/Mathematics or related field
Knowledge	Familiarity with theoretical and practical non-standard statistical techniques Knowledge of computer systems Knowledge of research methods and techniques Knowledge of GHS policies and operating procedures	

	Knowledge of GHS Patient Charter Knowledge of Health and Safety	
Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

9.4 Deputy Chief Statistician

Job Title	:	Statistician
Grade	:	Deputy Chief Statistician
Responsible To	:	Head of Department/Unit
Accountable To	:	Facility in-charge

Job purpose:

To develop a system for surveillance, monitoring and evaluating data collection instruments and protocol and to apply statistical analyses to research projects for the purpose of effectively collecting and reporting data

Main Duties and Responsibilities

- Contribute to the development and review of guidelines and policies on health information system.
- Play active role in the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Provide technical support for determining appropriate statistical methods for the correct analysis of data
- Plan and document computer data file structure; develop, programme, manage, and maintain complex statistical database.
- Supervise the performance of calculation to ensure the correctness and appropriateness of the results.
- Utilize existing statistical or mathematical routines, or develop programs for new techniques so that appropriate analysis of research data may be performed.
- Use existing statistical software to gather, analyse and interpret research data to derive useful information for research studies.
- Communicate technical problems/solutions to investigators, or research directors by reducing complex statistical results to non-technical language so they can be understood.
- Participate in project planning and management with clients and other staff members.
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Foster good communication and team working relationships within the health information unit.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of health information and research results to the various stakeholders in the Service and the General Public.
- Attend and contribute at management meetings

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information system.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the Statisticians and staff in the unit.
- Play active role in the recruitment, selection, induction and retention of the Statisticians.
- Keep up to date on job related issues as appropriate.
- Undertake performance appraisals for of the Statisticians and staff in the unit.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Provide leadership and supervise the activities of the Staff in the Health Information Unit as appropriate
- Contribute to the day-to-day management of the health information unit including personnel matters and appropriate record keeping
- Devise improved job methods for increasing efficiency in the unit.
- Promote a positive image for GHS.

Research

- Provide technical advice for design and implementation of research activities
- Coordinate the conduct of operational research on health information.

Health Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for research activities in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.*

**Person Specification
Deputy Chief Statistician**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>BSc or equivalent in Statistics/Mathematics or related field plus Masters Degree in Statistics/Mathematics or in a relevant field at the level of Principal Statistician; Evidence of leadership and continuing professional development and training in management.</p> <p><u>Or</u></p> <p>BSc or equivalent in Statistics/Mathematics or related field plus Masters Degree in Statistics/Mathematics or in a relevant field with at least THREE (3) years post Masters Degree working experience at the grade of Senior Statistician; Evidence of leadership and continuing professional development and training in management.</p> <p><u>Or</u></p> <p>BSc or equivalent in Statistics/Mathematics or related field plus at least Five (5) years working experience at the level of Principal Statistician; Evidence of leadership and continuing professional development and training in management</p> <p>Experience of policy and standards development. Research experience. Experience in development and management of Health Information Systems</p>	
<i>Knowledge</i>	<p>Broad knowledge and understanding theoretical and practical non-standard statistical techniques</p> <p>Broad knowledge of computer systems</p> <p>Broad knowledge of GHS policies and operating procedures</p> <p>Knowledge of research methods and techniques</p> <p>Knowledge of GHS Patient Charter</p> <p>Knowledge of Health and Safety</p>	
<i>Skills</i>	<p>Demonstrated human relation and effective communication skills</p> <p>Demonstrated computer skills</p> <p>Report writing skills</p> <p>Presentation skills</p> <p>Analytical and problem solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

9.5 Chief Statistician

Job Title	:	Statistician
Grade	:	Chief Statistician
Responsible To	:	Head of Department/Unit
Accountable To	:	Facility in-charge

Job purpose:

To develop a system for surveillance, monitoring and evaluating data collection instruments and protocol and to apply statistical analyses to research projects for the purpose of effectively collecting and reporting data

Main Duties and Responsibilities

- Contribute to the development and review of guidelines and policies on health information system.
- Play active role in the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Provide technical support for determining appropriate statistical methods for the correct analysis of data
- Oversee the planning and documentation of computer data file structure
- Oversee development, programming, management, and maintenance of complex statistical database.
- Oversee the performance of calculation to ensure the correctness and appropriateness of the results.
- Utilize existing statistical or mathematical routines, or develop programs for new techniques so that appropriate analysis of research data may be performed.
- Use existing statistical software to gather, analyse and interpret research data to derive useful information for research studies.
- Participate with other statisticians in the development of statistical methodology, study design and data analysis.
- Communicate technical problems/solutions to investigators, or research directors by reducing complex statistical results to non-technical language so they can be understood.
- Play active role in project planning and management with clients and other staff members.
- Perform miscellaneous job-related duties as assigned

Communication and Working Relationships

- Foster good communication and team working relationships within the health information unit.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of health information and research results to the various stakeholders in the Service and the General Public.
- Attend and contribute at management meetings

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information system.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the Statisticians and staff in the unit.
- Play active role in the recruitment, selection, induction and retention of the Statisticians.
- Keep up to date on job related issues as appropriate.
- Undertake performance appraisals for of the Statisticians and staff in the unit.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Statisticians and other staff in the Health Information Unit as appropriate
- Contribute to the day-to-day management of the health information unit including personnel matters and appropriate record keeping
- Devise improved job methods for increasing efficiency in the unit.
- Promote a positive image for GHS.

Research

- Provide technical advice for design and implementation of research activities
- Coordinate the conduct of operational research on health information.

Health Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for research activities in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.

- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.*

Person Specification
Chief Statistician

Criteria	Essential	Desirable
<i>Qualification and Educational Requirement</i>	<p>B.Sc/BA Degree in Applied or Social Sciences or other related field plus FIVE (5) years working experience at the grade of Senior Health Research Officer; Evidence of leadership and continuing professional development and training in management.</p> <p>Experience of policy and standards development. Research experience. Experience in development and management of Health Information Systems</p>	
<i>Knowledge and Experience</i>	<p>Broad knowledge and understanding theoretical and practical non-standard statistical techniques Broad knowledge of computer systems Broad knowledge of GHS policies and operating procedures Knowledge of research methods and techniques Knowledge of GHS Patient Charter Knowledge of Health and Safety</p>	
<i>Skills</i>	<p>Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills</p>	
<i>Personal attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

10. MEDICAL RECORDS STAFF

10.1 BIOSTATISTICS OFFICERS

10.1 Biostatistic Officer

Job Title	:	Health Information Officer
Grade	:	Biostatistics Officer
Responsible To	:	Head of Unit
Accountable To	:	Medical Director/Superintendent

Job Purpose

To set up, maintain and manage systems for collection, collation, analysis, interpretation and dissemination of health information for research, planning and management of health services in the facility.

Main Duties and Responsibilities

- Contribute to establishment of systems for regular update of health information at the facility.
- Assist in the provision of technical supervision and monitoring of health statistics and medical records at the facility
- Assist in ensuring appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide technical advice on matters relating to health information.
- Provide technical support to health information staff.
- Assist in ensuring confidentiality of information obtained in the course of professional practice.
- Contribute to the effective management of medical record staff within the unit.
- Participate in the preparation of facility plans, budgets and performance review.
- Perform any other official duty that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.

- Keep up to date on job related issues as appropriate.
- Contribute to the development of training programmes and training of health information staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Research

- Participate in the design and implementation of research activities

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Assist the Unit-In-Charge to maintain a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Biostatistics Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	BSc or equivalent in Health Information or related field plus at least ONE (1) year internship or national service at a recognised health institution	MSC or equivalent in health Information or related field
Knowledge	Knowledge of statistical techniques Basic knowledge of medical terminology Knowledge of computer systems Basic Knowledge of GHS policies and operating procedures Knowledge of GHS Patient Charter Knowledge of Health and Safety	

Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.1.2 Senior Biostatistic Officer

Job Title	:	Health Information Officer
Grade	:	Senior Biostatistics Officer
Responsible To	:	Head of Unit
Accountable To	:	Medical Director/Superintendent

Job Purpose

To set up, maintain and manage systems for collection, collation, analysis, interpretation and dissemination of health information for research, planning and management of health services in the facility.

Main Duties and Responsibilities

- Participate in the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Contribute to establishment of systems for regular update of health information at the facility.
- Provide technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Contribute to the preparation of facility plans, budgets and performance review process.
- Provide technical advice on matters relating to health information.
- Provide technical support to health information staff.
- Ensure confidentiality of information obtained in the course of professional practice.
- Perform any other official duty that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to the development of training programmes and training of health information staff.

- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Junior staff in the Medical Records Unit as appropriate
- Contribute to the effective management of medical record unit including personnel matters and appropriate record keeping
- Assist in ensuring efficient use of material and human resource in the unit
- Participate in the roster planning and monitoring in the unit
- Contribute to the preparation of work plan, budgets and periodic reports on the activities of the unit.
- Contribute to devising of improved job methods for increasing efficiency.

Research

- Participate in the design and implementation of research activities

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Maintenance a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Senior Biostatistics Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	BSc or equivalent in Health Information or related field plus at least Three (3) years working experience at the level of Biostatistics Officer plus Continuing Professional Development (CPD)	MSC or equivalent in health Information or related field
<i>Knowledge</i>	Knowledge of statistical techniques Knowledge of medical terminology Knowledge of computer systems Knowledge of GHS operating system and procedures Knowledge of GHS Patient Charter Knowledge of Health and Safety	
<i>Skills</i>	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.1.3 Principal Biostatistic Officer

Job Title	:	Health Information Officer
Grade	:	Principal Biostatistics Officer
Responsible To	:	Head of Unit
Accountable To	:	Medical Director/Superintendent

Job Purpose

To set up, maintain and manage systems for collection, collation, analysis, interpretation and dissemination of health information for research, planning and management of health services in the facility.

Main Duties and Responsibilities

- Contribute to the development and review of guidelines and policies on health information and medical records.
- Contribute to the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Play active role in the establishment of systems for regular update of health information at the facility.
- Provide technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Ensure the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide technical advice on matters relating to health information.
- Contribute to the preparation of facility plans, budgets and performance review process.
- Provide technical support to health information staff.
- Ensure confidentiality of information obtained in the course of professional practice.
- Perform any other official duty that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.

- Contribute to the development of training programmes and training of health information staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Junior staff in the Medical Records Unit as appropriate
- Contribute to the effective management of medical record unit including personnel matters and appropriate record keeping
- Ensure efficient use of material and human resource in the unit
- Ensure roster planning and monitoring in the unit
- Play active role in the preparation of work plan, budgets and periodic reports on the activities of the unit.
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Undertake design and implementation of research activities

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Maintenance a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Principal Biostatistics Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	BSc or equivalent in Health Information or related field plus at least Five (5) years working experience at the level of Senior Biostatistics Officer plus Continuing Professional Development (CPD)	MSC or equivalent in health Information or related field
<i>Knowledge</i>	Knowledge of statistical techniques Knowledge of medical terminology Knowledge of computer systems Knowledge of GHS operating system and procedures Knowledge of GHS Patient Charter Knowledge of Health and Safety	
<i>Skills</i>	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
<i>Personal Attributes</i>	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.1.4 Deputy Chief Biostatistic Officer

Job Title	:	Health Information Officer
Grade	:	Deputy Chief Biostatistics Officer
Responsible To	:	Head of Unit
Accountable To	:	Medical Director/Superintendent

Job Purpose

To set up, maintain and manage systems for collection, collation, analysis, interpretation and dissemination of health information for research, planning and management of health services in the facility.

Main Duties and Responsibilities

- Contribute to the development and review of guidelines and policies on health information and medical records.
- Contribute to the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Ensure the establishment of systems for regular update of health information at the facility.
- Provide technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Ensure the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide technical advice on matters relating to health information.
- Provide technical support to health information staff.
- Contribute to the preparation of facility plans, budgets and performance review process.
- Ensure confidentiality of information obtained in the course of professional practice.
- Perform any other official duty that may be assigned

Communication and Working Relationship

- Foster good communication and team working relationships health information unit.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of health information and research results to the various stakeholders in the Service and the General Public.
- Attend and contribute at management meetings

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.

- Keep up to date on job related issues as appropriate.
- Ensure continuing professional development (CPD) of health information staff.
- Undertake staff appraisal and personal development within the Health Information unit
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Staff in the Health Information Unit as appropriate
- Ensure effective management of medical record unit including personnel matters and appropriate record keeping
- Ensure efficient use of material and human resource in the unit
- Ensure roster planning and monitoring in the unit
- Ensure preparation of work plan, budgets and periodic reports on the activities of the unit.
- Contribute to devising of improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Provide technical advice for design and implementation of research activities
- Coordinate the conduct of operational research on health information.

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Ensure maintenance of a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Deputy Chief Biostatistics Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>BSc in Health Information or equivalent plus Masters Degree in a relevant specialty with a minimum of THREE (3) years postgraduate qualification working experience at a level of Senior Biostatistics Officer plus evidence of continuing professional development and management training.</p> <p>Or</p> <p>BSc in Health Information or equivalent plus Masters Degree in a relevant specialty at a level of Principal Biostatistics Officer or plus evidence of continuing professional development and management training.</p> <p>Or</p> <p>BSc in Health Information or equivalent with at least FIVE (5) years' working experience at the level of Principal Biostatistics Officer or equivalent plus evidence of continuing professional education (CPE) and management training.</p> <p>Experience of policy and standards development. Research experience. Experience in development and management of Health Information Systems</p>	
<i>Knowledge</i>	<p>Broad knowledge of statistical techniques Broad knowledge of medical terminology Broad knowledge of computer systems Broad Knowledge of MOH/GHS policies and operating procedures Knowledge of GHS Patient Charter Knowledge of Health and Safety</p>	
<i>Skills</i>	<p>Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

10.1.5 Chief Biostatistic Officer

Job Title : Health Information Officer

Grade : Chief Biostatistics Officer

Responsible To : Divisional Director

Accountable To : Divisional Director

Job Purpose

To set up, maintain and manage systems for collection, collation, analysis, interpretation and dissemination of health information for research, planning and management of health services in the facility.

Main Duties and Responsibilities

- Play active role in the development and review of guidelines and policies on health information and medical records.
- Play active role the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Ensure the establishment of systems for regular update of health information at all levels of the Service.
- Provide technical supervision, organization and monitoring of health statistics and medical records at all levels of the Service.
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Oversee and coordinate the compilation and preparation of statistical returns at the regional/national level.
- Play active role in the preparation of GHS plans, budgets and performance reviews.
- Provide technical advice on matters relating to health information.
- Provide technical support to health information staff.
- Ensure confidentiality of information obtained in the course of professional practice.

Communication and Working Relationship

- Foster good communication and team working relationships health information unit.
- Participate in multi-professional meetings and conferences as required.
- Ensure effective dissemination of health information and research results to the various stakeholders in the Service and the General Public.
- Attend and contribute at management meetings
- Plan and organise medical records and health information workshops and seminars for staff nation-wide.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.

- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Ensure continuing professional development (CPD) of health information staff.
- Undertake staff appraisal and personal development within the Health Information unit
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Provide leadership and supervise the activities of the Staff in the Health Information Unit as appropriate
- Ensure effective management of medical record unit including personnel matters and appropriate record keeping
- Ensure preparation of work plan, budgets and periodic reports on the activities of the unit.
- Devise improved job methods for increasing efficiency.
- Promote a positive image for GHS.

Research

- Provide technical advice for design and implementation of research activities
- Coordinate the conduct of operational research on health information.

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Ensure maintenance of a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

**Person Specification
Chief Biostatistics Officer**

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>BSc in Health Information or equivalent plus Masters Degree in a relevant specialty with a minimum of Five (5) years postgraduate qualification working experience at a level of Principal Biostatistics Officer plus evidence of continuing professional development and management training.</p> <p>Experience of policy and standards development. Research experience. Experience in development and management of Health Information Systems</p>	
<i>Knowledge</i>	<p>Broad knowledge of statistical techniques Broad knowledge of medical terminology Broad knowledge of computer systems Broad Knowledge of MOH/GHS policies and operating procedures Knowledge of GHS Patient Charter Knowledge of Health and Safety</p>	
<i>Skills</i>	<p>Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills</p>	
<i>Personal Attributes</i>	<p>Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively</p>	

10.2 TECHNICAL OFFICERS, BIostatISTICS

10.2.1 Technical Officer, Biostatistics

Job Title: Health Information Officer

Grade: Technical Officer (Biost)

Responsible To: Head of Department/Unit

Accountable To: Head of Facility

Job Purpose:

Maintain and manage systems for collection, collation, analysis and interpretation of health information/data for effective and efficient management of the health services.

Main Duties and Responsibilities

- Assist in the provision of technical supervision and monitoring of health statistics and medical records at the facility
- Assist in ensuring appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide Technical Supervision for the Medical Records Assistants and Biostatistics Assistants.
- Participate in the preparation of facility plans, budgets and performance review.
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Perform other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Assist the Unit-In-Charge in maintaining a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Technical Officer, Biostatistics

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Statistics or Diploma in Community Health (IT) or equivalent plus at least ONE (1) year internship or national service at a recognised health institution	Advanced Diploma in Health Information or related area
Knowledge	Knowledge of statistical techniques Basic knowledge of medical terminology Knowledge of computer systems Knowledge of GHS Patient Charter Knowledge of Health and Safety	
Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.2.2 Senior Technical Officer, Biostatistics

Job Title	: Health Information Officer
Grade	: Senior Technical Officer (Biost)
Responsible To	: Head of Department/Unit
Accountable To	: District Director

Job Purpose:

Maintain and manage systems for collection, collation, analysis and interpretation of health information/data for effective and efficient management of the health services.

Main Duties and Responsibilities

- Play active role in the implementation of systems for the collection, analysis, interpretation and dissemination of health information.
- Contribute to the provision of technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide Technical Supervision for the Medical Records Assistants and Biostatistics Assistants.
- Participate in the preparation of facility plans, budgets and performance review.
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Perform other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to the continuing professional development of the medical record staff
- Keep log of own performance and in-service training log for purposes of appraisal.

Health Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Assist the Unit-In-Charge in maintaining a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Technical Officer, Biostatistics

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Statistics or Diploma in Community Health (IT) or equivalent and at least Three (3) years working experience at the level of Technical Officer plus continuing professional development	Advanced Diploma in Health Information or related area
Knowledge	Knowledge of statistical techniques Basic knowledge of medical terminology Knowledge of computer systems Knowledge of GHS Patient Charter Knowledge of Health and Safety	
Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.2.3 Principal Technical Officer, Biostatistics

Job Title	: Health Information Officer
Grade	: Principal Technical Officer (Biost)
Responsible To	: Head of Department/Unit
Accountable To	: District Director

Job Purpose:

Maintain and manage systems for collection, collation, analysis and interpretation of health information/data for effective and efficient management of the health services.

Main Duties and Responsibilities

- Play active role in the implementation of systems for the collection, analysis, interpretation and dissemination of health information.
- Contribute to establishment of systems for regular update of health information at the facility.
- Contribute to the provision of technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide Technical Supervision for the Medical Records Assistants and Biostatistics Assistants.
- Participate in the preparation of facility plans, budgets and performance review.
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Perform other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to the continuing professional development of the medical record staff
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Contribute to the effective management of medical record unit including personnel matters and appropriate record keeping
- Assist in ensuring efficient use of material and human resource in the unit
- Participate in the roster planning and monitoring in the unit
- Contribute to the preparation of work plan, budgets and periodic reports on the activities of the unit.
- Contribute to devising of improved job methods for increasing efficiency.

Health & Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Assist the Unit-In-Charge in maintaining a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Technical Officer, Biostatistics

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Statistics or Diploma in Community Health (IT) or equivalent and at least Five (5) years working experience at the level of Senior Technical Officer plus continuing professional development	Advanced Diploma in Health Information or related area
Knowledge	Knowledge of statistical techniques Basic knowledge of medical terminology Knowledge of computer systems Knowledge of GHS Patient Charter Knowledge of Health and Safety	

Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.2.4 Assistant Chief Technical Officer, Biostatistics

Job Title	: Health Information Officer
Grade	: Assistant Chief Technical Officer (Biost)
Responsible To	: Head of Unit
Accountable To	: Head of Department

Job Purpose:

Maintain and manage systems for collection, collation, analysis and interpretation of health information/data for effective and efficient management of the health services.

Main Duties and Responsibilities

- Contribute to the review of systems for the collection, analysis, interpretation and dissemination of health information.
- Contribute to establishment of systems for regular update of health information at the facility.
- Provide technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide Technical Supervision for the Medical Records Assistants and Biostatistics Assistants.
- Contribute to the preparation of facility plans, budgets and performance review.
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Perform other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to the continuing professional development of the medical record staff
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Contribute to the effective management of medical record unit including personnel matters and appropriate record keeping
- Assist in ensuring efficient use of material and human resource in the unit
- Participate in the roster planning and monitoring in the unit
- Contribute to the preparation of work plan, budgets and periodic reports on the activities of the unit.
- Contribute to devising of improved job methods for increasing efficiency.

Health & Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Assist the Unit-In-Charge in maintaining a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Assistant Chief Technical Officer, Biostatistics

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Statistics or Diploma in Community Health (IT) or equivalent plus Advanced Diploma in Health Information or related area and at least Three (3) years post Advanced Diploma working experience at the level of Senior Technical Officer plus continuing professional development and training in management <u>Or</u> HND in Statistics or Diploma in Community Health (IT) or equivalent plus Advanced Diploma in Health Information or related area at the level of Principal Technical Officer plus continuing professional	Advanced Diploma in Health Information or related area

	<p>development and training in management</p> <p><u>Or</u></p> <p>HND in Statistics or Diploma in Community Health (IT) or equivalent and at least Five (5) years post Advanced Diploma working experience at the level of Principal Technical Officer plus continuing professional development and training in management</p>	
Knowledge	<p>Knowledge of statistical techniques</p> <p>Basic knowledge of medical terminology</p> <p>Knowledge of computer systems</p> <p>Knowledge of GHS Patient Charter</p> <p>Knowledge of Health and Safety</p>	
Skills	<p>Demonstrated human relation and effective communication skills</p> <p>Demonstrated computer skills</p> <p>Report writing skills</p> <p>Presentation skills</p> <p>Analytical and problem solving skills</p>	
Personal Attributes	<p>Demonstrate flexibility and a methodological approach to work</p> <p>Ability to take initiative and to influence others positively</p>	

10.2.5 Chief Technical Officer, Biostatistics

Job Title	: Health Information Officer
Grade	: Chief Technical Officer (Biost)
Responsible To	: Head of Unit
Accountable To	: Head of department

Job Purpose:

Maintain and manage systems for collection, collation, analysis and interpretation of health information/data for effective and efficient management of the health services.

Main Duties and Responsibilities

- Contribute to the development/review of systems for the collection, analysis, interpretation and dissemination of health information.
- Contribute to establishment of systems for regular update of health information at the facility.
- Provide technical supervision and monitoring of health statistics and medical records at the facility
- Ensure appropriate and accurate coding of morbidity, mortality and surgical procedures using ICD codes.
- Supervise the compilation and preparation of day-to-day statistical returns and writing of monthly, quarterly and annual statistical reports for the facility.
- Provide Technical Supervision for the Medical Records Assistants and Biostatistics Assistants.
- Contribute to the preparation of facility plans, budgets and performance review.
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Perform other official duties that may be assigned

Communication and Working Relationship

- Maintain effective communication with colleagues and other staff in the facility
- Attend and contribute at staff meetings
- Participate in multi-professional meetings and conferences as required.
- Contribute to effective dissemination of health information to relevant stakeholders.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of health information.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to the continuing professional development of the medical record staff
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Contribute to the effective management of medical record unit including personnel matters and appropriate record keeping
- Ensure efficient use of material and human resource in the unit
- Participate in the roster planning and monitoring in the unit
- Contribute to the preparation of work plan, budgets and periodic reports on the activities of the unit.
- Contribute to devising of improved job methods for increasing efficiency.

Health & Safety Responsibilities

- Take care of own safety and that of other staff in the unit as appropriate.
- Work in compliance with all GHS health and safety requirements
- Maintain a safe, clean, and pleasant working environment taking remedial action when necessary.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines
- Encourage and support information/data Quality Assurance Programme.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Chief Technical Officer, Biostatistics

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Statistics or Diploma in Community Health (IT) or equivalent plus Advanced Diploma in Health Information or related area and at least Five (5) years working experience at the level of Assistant Chief Technical Officer plus continuing professional development and training in management	Advanced Diploma in Health Information or related area
Knowledge	Knowledge of statistical techniques Basic knowledge of medical terminology Knowledge of computer systems Knowledge of GHS Patient Charter Knowledge of Health and Safety	

Skills	Demonstrated human relation and effective communication skills Demonstrated computer skills Report writing skills Presentation skills Analytical and problem solving skills	
Personal Attributes	Demonstrate flexibility and a methodological approach to work Ability to take initiative and to influence others positively	

10.3. BIostatISTICS ASSISTANTS

10.3.1 Biostatistics Assistant

Job Title	:	Medical Records/Biostatistics Assistant
Grade	:	Medical Records /Biostatistics Assistant
Responsible To	:	Unit-In-Charge
Accountable To	:	Head of Department

Job Summary

To perform a variety of tasks related to patient services, processing and maintenance of medical records.

Main Duties and Responsibilities

- Assist in coding morbidity, mortality and surgical procedures using ICD codes.
- Assist in the preparation of weekly and monthly health statistical returns.
- Assist in the preparation of statistical presentations in the form of graphs and charts
- File and retrieve patient health records and documents
- Receive and register outpatient and inpatients
- Input patient data and research data into computers for further analysis
- Maintain admission and discharge registers
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Update active folders in the department/unit and also comply with minimum legal retention period of medical records
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, patients/clients and visitors.
- Attend and contribute at staff meetings
- Effectively work in a team with other staff in the facility.

Personal and People Development

- Attend in-house training sessions in relation to health information to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for medical record services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Biostatistics Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	G.C.E. "O/A" Levels/SSSCE with 5 passes including English and Mathematics	
Knowledge	Understanding of the importance of confidentiality relating to patient information Basic knowledge of medical terminology Knowledge of health and safety	
Skills	Ability to speak and write simple English Demonstrated human relation skills Ability to work under pressure	
Personal Attributes	Smart appearance Commitment to provide excellent customer service. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

10.3.2 Senior Biostatistics Assistants

Job Title	:	Medical Records /Biostatistics Assistant
Grade	:	Senior Medical Records /Biostatistics Assistant
Responsible To	:	Unit-In-Charge
Accountable To	:	Head of Department

Job Summary

To perform a variety of tasks related to patient services, processing and maintenance of medical records.

Main Duties and Responsibilities

- Undertake coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the preparation of weekly and monthly health statistical returns.
- Contribute to the preparation of statistical presentations in the form of graphs and charts
- File and retrieve patient health records and documents
- Receive and register outpatient and inpatients
- Input patient data and research data into computers for further analysis
- Maintain admission and discharge registers
- Protect all confidential information concerning patients obtained in the course of professional practice.
- Update active folders in the department/unit and also comply with minimum legal retention period of medical records
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, patients/clients and visitors.
- Attend and contribute at staff meetings
- Effectively work in a team with other staff in the facility.

Personal and People Development

- Attend in-house training sessions in relation to health information to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Participate in the orientation and training of new Biostatistics Assistants in the Unit
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions

- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for medical record services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Senior Biostatistics Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	G.C.E. "O" Level/SSSCE with 5 passes including English and Mathematics and at least Three (3) years working experience at the level of Biostatistics Assistant plus continuing training medical records	
Knowledge	Understanding of the importance of confidentiality relating to patient information Basic knowledge of medical terminology Knowledge of GHS Patient Charter Knowledge of health and safety	
Skills	Ability to speak and write simple English Demonstrated human relation skills Ability to work under pressure	
Personal Attributes	Smart appearance Commitment to provide excellent customer service. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

10.3.3 Principal Biostatistics Assistants

Job Title	:	Medical Records /Biostatistics Assistant
Grade	:	Principal Medical Records /Biostatistics Assistant
Responsible To	:	Unit-In-Charge
Accountable To	:	Head of Department

Job Summary

To perform a variety of tasks related to patient services, processing and maintenance of medical records.

Main Duties and Responsibilities

- Supervise and direct the activities of the junior Biostatistics Assistants in the Medical Records Unit
- Undertake coding of morbidity, mortality and surgical procedures using ICD codes.
- Participate in the preparation of weekly and monthly health statistical returns.
- Contribute to the preparation of statistical presentations in the form of graphs and charts
- File and retrieve patient health records and documents
- Receive and register outpatient and inpatients
- Input patient data and research data into computers for further analysis
- Maintain admission and discharge registers
- Protect all confidential information concerning patients obtained in the course of professional practise.
- Update active folders in the department/unit and also comply with minimum legal retention period of medical records
- Perform any other official duty that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, patients/clients and visitors.
- Attend and contribute at staff meetings
- Effectively work in a team with other staff in the facility.

Personal and People Development

- Attend in-house training sessions in relation to health information to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Participate in the orientation and training of new Biostatistics Assistants in the Unit
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for medical record services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Biostatistics Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	G.C.E. "O" Level/SSSCE with 5 passes including English and Mathematics and at least five (5) years working experience at the level of Senior Biostatistics Assistant plus continuing training medical records	
Knowledge	Understanding of the importance of confidentiality relating to patient information Basic knowledge of medical terminology Knowledge of GHS Patient Charter Knowledge of health and safety	
Skills	Ability to speak and write simple English Demonstrated human relation skills Ability to work under pressure	
Personal Attributes	Smart appearance Commitment to provide excellent customer service. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11. CATERING STAFF

11.1 CATERING OFFICERS

11.1.1 Catering Officer

Job title : Catering Officer
Grade : Catering Officer
Responsible To : Unit In-Charge
Accountable To : Head of Department

Job Purpose

To ensure the provision of quality meals to patients, staff and visitors and to perform duties associated with the preparation and cooking of food products in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Assist in the supervision of the Staff Cooks, Cook Assistants and other Support Staff in the unit.
- Participate in the management of all aspects of the catering services including developing menus, estimating food consumption, preparing bid items, and recommending purchases of foodstuffs and supplies.
- Assist in ensuring that meals are properly prepared, cooked and served within professional guidelines and the established hospital recipes and procedures
- Assist in maintaining adequate stock levels required for cooking production .
- Assist in ensuring prompt delivery of meals in a proper package to maintain high standards of service.
- Assist in ensuring proper storage of the items procured
- Participate in the preparation of budgets and reports on the activities of the catering unit
- Participate in roster planning, monitoring and documentation of all leave for staff in the unit
- Assist in maintaining up-to date records in the unit
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the Catering Unit.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of catering services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements
- Adhere to manufacturer instructions and standard hospital kitchen procedures.
- Report any accident/incident, failings in premises, equipment or personal protective equipment to the Unit In-Charge

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the hospitality services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Catering Officer

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Hotel, Catering and Institutional Management, plus one year internship or national service in a recognized health facility	Degree in Hospitality or relevant post graduate qualification
Knowledge	Understanding of the importance of hygiene, quality assurance, health and safety	Previous cooking experience in a health care setting

Skills	Effective communication Demonstrated human relation skills Ability to work under pressure	Computer skills
<i>Personal Attributes</i>	Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.1.2 Senior Catering Officer

Job title : Catering Officer

Grade : Senior Catering Officer

Responsible To : Unit In-Charge

Accountable To : Head of Department/Divisional Head

Job Purpose

To ensure the provision of quality meals to patients, staff and visitors and to perform duties associated with the preparation and cooking of food products in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Participate in the management of all aspects of the catering services including developing menus, estimating food consumption, preparing bid items, and recommending purchases of foodstuffs and supplies.
- Monitor and ensure proper storage of the items procured.
- Take part in ensuring maintenance and repairs of the department's equipment as well as the safety and sanitation in the preparation and serving areas.
- Take part in ensuring that meals are properly prepared, cooked and served within professional guidelines and the established hospital recipes and procedures
- Play active role in the maintenance of adequate stock levels required for cooking production.
- Ensure prompt delivery of meals in a proper package to maintain high standards of service.
- Contribute to the preparation of budgets and reports on the activities of the catering unit
- Participate in roster planning, monitoring and documentation of all leave for staff in the unit
- Contribute to the maintenance of up-to date records in the unit
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Develop constructive and co-operative working relationship with the staff in the Catering Unit.
- Maintain links with the relevant personnel/departments to ensure effective catering services for the patients and staff.
- Attend and contribute at staff meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of catering services.

- Monitor own performance against agreed objectives and standards.
- Contribute to the Continuing Professional Development (CPD) of the catering staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Junior catering staff
- Maintain stock control
- Assist in roster planning
- Assist in the preparation of budget for activities of the unit
- Assist in the preparation of annual report on the activity of the unit
- Assist in the maintenance of up-to date records in the unit

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements
- Adhere to manufacturer instructions and standard hospital kitchen procedures.
- Report any accident/incident, failings in premises, equipment or personal protective equipment to the Unit In-Charge

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the catering services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Senior Catering Officer

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	HND in Hotel, Catering and Institutional Management with at least THREE (3) years working experience at the level of Catering Officer; Evidence of continuing professional development (CPD).	Degree in Hospitality or relevant post graduate qualification
<i>Knowledge</i>	Working knowledge and understanding of the importance of hygiene, quality assurance, health and safety	
<i>Skills</i>	Effective communication Computer literacy skills Demonstrated human relation skills Ability to work under pressure	
<i>Personal attributes</i>	Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.1.3 Principal Catering Officer

Job title : Catering Officer
Grade : Principal Catering Officer
Responsible To : Unit In-Charge
Accountable To : Head of Department

Job Purpose

To ensure the provision of quality meals to patients, staff and visitors and to perform duties associated with the preparation and cooking of food products in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Play active role in the management of all aspects of the catering services including developing menus, estimating food consumption, preparing bid items, and recommending purchases of foodstuffs and supplies.
- Monitor and ensure proper storage of the items procured.
- Ensure maintenance and repairs of the department's equipment as well as the safety and sanitation in the preparation and serving areas.
- Ensure that meals are properly prepared, cooked and served within professional guidelines and the established hospital recipes and procedures
- Ensure maintenance of adequate stock levels required for cooking production.
- Ensure prompt delivery of meals in a proper package to maintain high standards of service.
- Play active role in the preparation of budgets and reports on the activities of the catering unit
- Ensure roster planning, monitoring and documentation of all leave for staff in the unit
- Contribute to the maintenance of up-to date records in the unit
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Develop constructive and co-operative working relationship with the staff in the Catering Unit.
- Maintain links with the relevant personnel/departments to ensure effective catering services for the patients and staff.
- Attend and contribute at staff meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of catering services.
- Monitor own performance against agreed objectives and standards.
- Contribute to the Continuing Professional Development (CPD) of the catering staff.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Management

- Supervise and direct the activities of the Junior catering staff
- Maintain stock control
- Participate in roster planning
- Participate in the preparation of budget for activities of the unit
- Contribute to the preparation of annual report on the activity of the unit
- Contribute to the maintenance of up-to date records in the unit

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements.
- Adhere to manufacturer instructions and standard hospital kitchen procedures.
- Report any accident/incident, failings in premises, equipment or personal protective equipment to the Unit In-Charge

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the catering services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Principal Catering Officer

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	HND in Hotel, Catering and Institutional Management with at least FIVE (5) years working experience at the level of Senior Catering Officer; Evidence of continuing professional development (CPD).	Degree in Hospitality or relevant post graduate qualification
<i>Knowledge</i>	Working knowledge and understanding of the importance of hygiene, quality assurance, health and safety	
<i>Skills</i>	Effective communication Computer literacy skills Demonstrated human relation skills Ability to work under pressure	
<i>Personal Attributes</i>	Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.1.4 Assistant Chief Catering Officer

- Job title** : Catering Officer
- Grade** : Assistant Chief Catering Officer
- Responsible To** : Unit In-Charge
- Accountable To** : Head of Department

Job Purpose

To ensure the provision of quality meals to patients, staff and visitors and to perform duties associated with the preparation and cooking of food products in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Manage all aspects of the catering services including developing menus, estimating food consumption, preparing bid items, and recommending purchases of foodstuffs and supplies.
- Coordinate production orders in accordance with the amount of products to purchase
- Contribute to the preparation of strategic plan and development of standard guidelines for catering services
- Oversee maintenance and repairs of the department's equipment as well as the safety and sanitation in the preparation and serving areas.
- Ensure that meals are properly prepared, cooked and served within professional guidelines and the established hospital recipes and procedures
- Oversee maintenance of adequate stock levels required for cooking production.
- Ensure prompt delivery of meals in a proper package to maintain high standards of service.
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients.
- Develop constructive and co-operative working relationship with the staff in the Catering Unit.
- Maintain links with the relevant personnel/departments to ensure effective catering services for the patients and staff.
- Attend and contribute at staff meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of catering services.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the catering staff.

- Play active role in the recruitment, selection, induction and retention of the catering staff in the facility.
- Keep log of own performance and in-service training log for purposes of appraisal
- Undertake performance appraisals for the catering staff.

Management

- Assign task, supervise and direct the activities of the catering staff.
- Oversee the day-to-day management of the catering unit including personnel matters, inventory and stock control and appropriate record keeping
- Oversee the preparation of budgets and reports on the activities of the catering unit
- Oversee roster planning, monitoring and documentation of all leave for staff in the unit
- Devise improved job methods for increasing efficiency in the unit.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements
- Ensure that staff in the unit adhere to manufacturer instructions and standard hospital kitchen procedures.

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the catering services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Assistant Chief Catering Officer

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	<p>HND in Hotel, Catering and Institutional Management plus Advanced Diploma in Hospitality Management or related field with at least Three (3) years post qualification working experience at the level of Senior Catering Officer; Evidence of continuing professional development (CPD).</p> <p style="text-align: center;">Or</p> <p>HND in Hotel, Catering and Institutional Management plus Advanced Diploma in Hospitality Management or related field at the level of Principal Catering Officer; Evidence of continuing professional development (CPD)</p> <p style="text-align: center;">Or</p> <p>HND in Hotel, Catering and Institutional Management plus at least Five (5) years working experience at the of Principal Catering Officer; Evidence of continuing professional development (CPD)</p>	
<i>Knowledge</i>	Working knowledge and broad understanding of the importance of hygiene, quality assurance, health and safety	
<i>Skills</i>	<p>Effective communication</p> <p>Computer literacy skills</p> <p>Demonstrated human relation skills</p> <p>Ability to work under pressure</p>	
<i>Personal Attributes</i>	<p>Smart appearance</p> <p>Commitment to provide excellent customer service required.</p> <p>Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy</p>	

11.1.5 Chief Catering Officer (Hospitality Manager)

Job title : Catering Officer (Hospitality Manager)

Grade : Chief Catering Officer

Responsible To : Divisional Head

Accountable To : Divisional Head

Job Purpose

- To ensure the provision of quality, adequate and nutritious meals in all the GHS facilities
- To coordinate policy planning, monitoring and evaluation of effective hospitality services within the GHS

Main Duties and Responsibilities

- Be responsible for the overall supervision and coordination of catering services in the GHS
- Provide expert advise on issues relating to catering services
- Ensure that appropriate catering services are designed and delivered to achieve the highest standards of care nationwide.
- Lead in the preparation of strategic plan and development of standard guidelines for catering services
- Recommend changes in policies and procedures for a more efficient and economical operation of the catering services
- Mobilize resources for capacity building in the area of practice, education management and development of catering services within the GHS
- Undertake monitoring and evaluation of catering services within the GHS
- Ensure the compliance of the use of current and standardized recipes within the GHS

Communication and Working Relationships

- Maintain effective communication with other team members in the GHS as well as stakeholders and external agencies.
- Participate in multi-professional meetings and conferences as required.
- Attend and contribute at management meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of catering services.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the catering staff.
- Contribute to the process of recruitment and retention of Catering Officers in the GHS.

- Keep up to date with national developments in catering services.

Management

- Prepare budgets and provide regular reports on the catering services at the national level.
- Ensure that complete, accurate and up to date records are maintained for catering services at the national level.
- Lead in devising improved job methods for increasing efficiency of the catering services within the GHS.
- Promote a positive image for GHS.
- Provide leadership and mentorship to inspire Catering Officers for future development.

Health & Safety Responsibilities

- Take care of own safety and ensure maintenance of safe working environment and procedures.
- Promote adherence to health and safety policies, guidelines and protocols across the GHS.

Quality Assurance

- Promote the establishment and monitoring of quality assurance systems for catering services in the GHS.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification
Chief Catering Officer

Criteria	Essential	Desirable
<i>Educational Qualification and Experience</i>	HND in Hotel, Catering and Institutional Management plus Advanced Diploma in Hospitality Management or related field with at least FIVE (5) years post qualification working experience at the level of Assistant Chief Catering Officer; Evidence of continuing professional development (CPD).	
<i>Knowledge</i>	Understanding of the MOH/GHS administrative set up and policies Knowledge of Patient Charter Knowledge of Quality Assurance Issues Knowledge of Health and Safety Knowledge of Hospital Protocols	
<i>Skills</i>	Effective communication Computer literacy skills Demonstrated human relation skills Ability to management under pressure Organizational and leadership skills Supervisory skills Analytical skills	
<i>Personal Attributes</i>	Smart appearance Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.2 STAFF COOKS

11.2.1 Staff Cook

Job title : Staff Cook

Grade : Staff Cook

Responsible To : Unit In-Charge

Accountable To : Head of Department

Job Purpose

To prepare, cook and serve high quality meals to patients, staff and visitors in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Prepare food products for cooking by following established hospital recipes and procedures.
- Weigh cooking products as required to ensure proper portion delivery.
- Utilize knowledge of cooking methods to ensure that adequate amounts of properly prepared foods are provided in a timely fashion.
- Dish up meals as per dietary requisition from the wards
- Prepare meals for functions, workshop and other programmes on request
- Maintain a clean workstation and contribute to the cleanliness of the whole kitchen.
- Assist in maintaining adequate stock levels required for cooking production by estimating needs according to the production schedule.
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients/patients.
- Attend and contribute at staff meetings
- Effectively work in a team with the staff in the unit.

Personal and People Development

- Attend in-house training sessions in relation to catering services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for catering services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Staff Cook

Criteria	Essential	Desirable
Educational Qualification and Experience	City & Guilds 706/11 812/11 or equivalent at a recognized institution	
Knowledge	Understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Cooking skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.2.2 Senior Staff Cook

Job title : Staff Cook

Grade : Senior Staff Cook

Responsible To : Unit In-Charge

Accountable To : Head of Department

Job Purpose

To prepare, cook and serve high quality meals to patients, staff and visitors in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Supervise and direct the activities of the junior staff in the unit
- Prepare food products for cooking by following established hospital recipes and procedures.
- Weigh cooking products as required to ensure proper portion delivery.
- Utilize knowledge of cooking methods to ensure that adequate amounts of properly prepared foods are provided in a timely fashion.
- Dish up meals as per dietary requisition from the wards
- Prepare meals for functions, workshop and other programmes on request
- Maintain a clean workstation and contribute to the cleanliness of the whole kitchen.
- Assist in maintaining adequate stock levels required for cooking production by estimating needs according to the production schedule.
- Participate in the roster planning for the Junior Staff in the Unit
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients/patients.
- Attend and contribute at staff meetings
- Effectively work in a team with the staff in the unit.

Personal and People Development

- Attend in-house training sessions in relation to catering services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Assist in the training of the Cook Assistants, Junior Staff Cooks and the new entrants
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions

- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for catering services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Staff Cook

Criteria	Essential	Desirable
Educational Qualification and Experience	City & Guilds 706/11 812/11 or equivalent at a recognized institution and at least Three (3) years working experience at the level of Staff Cook plus continuing training in catering	
Knowledge	Understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Cooking skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Integrity, flexibility, enthusiasm, courteous and trustworthy	

11.2.3 Principal Staff Cook

Job title : Cook

Grade : Principal Staff Cook

Responsible To : Unit In-Charge

Accountable To : Head of Department

Job Purpose

To prepare, cook and serve high quality meals to patients, staff and visitors in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Supervise and direct the activities of the junior staff in the unit.
- Prepare food products for cooking by following established hospital recipes and procedures.
- Weigh cooking products as required to ensure proper portion delivery.
- Utilize knowledge of cooking methods to ensure that adequate amounts of properly prepared foods are provided in a timely fashion.
- Prepare diet sheets and supervise the dishing up of meals according to dietary requisition from the wards
- Ensure proper storage of the items procured
- Prepare meals for functions, workshop and other programmes on request
- Ensure a clean workstation and contribute to the cleanliness of the whole kitchen.
- Use cooking knowledge and experience to adjust recipes according to menu chart, for both ordinary and special diets
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors and clients/patients.
- Attend and contribute at staff meetings
- Effectively work in a team with the staff in the unit.

Personal and People Development

- Attend in-house training sessions in relation to catering services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Assist in the training of the Cook Assistants, Junior Staff Cooks and the new entrants
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for catering services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - o Work in accordance with the GHS Code of Professional Conduct and Disciplinary Procedure.
 - o Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Staff Cook

Criteria	Essential	Desirable
Qualification and Educational Requirement	City & Guilds 706/11 812/11 or equivalent at a recognized institution and at least FIVE (5) years working experience at the level of Senior Staff Cook plus continuing training in catering.	
Knowledge	Understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Cooking skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.3 COOK ASSISTANTS

11.3.1 Cook Assistants

Job title : Cook Assistant

Grade : Cook Assistant

Responsible To : Unit In-Charge

Accountable To : Head of Department

Job Purpose

To assist in the preparation, cooking and service of high quality meals to patients, staff and visitors in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Assist in the preparation of a variety of food service items by following established hospital recipes and procedures.
- Weigh cooking products as required to ensure proper portion delivery.
- Dish up meals as per dietary requisition from the wards
- Clean the kitchen premises including work area, refrigerators, stoves, ovens, storeroom, and utensils in order to comply with hospital sanitation requirements.
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues.
- Attend and contribute at staff meetings

Personal and People Development

- Attend in-house training sessions in relation to catering services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for catering services.

- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Cook Assistant

Criteria	Essential	Desirable
Qualification and Educational Requirement	GCE O'Level/ SSSCE Certificate Equivalent /NVTI	
Knowledge	Basic understanding of the importance of hygiene	
Skills	Ability to write and speak simple English Human relation skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

11.3.2 Senior Cook Assistant

Job title : Cook Assistant

Grade : Senior Cook Assistant

Responsible To : Unit In-Charge

Accountable To : Head of Department

Job Purpose

To assist in the preparation, cooking and service of high quality meals to patients, staff and visitors in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Prepare food products for cooking by following established hospital recipes and procedures.
- Weigh cooking products as required to ensure proper portion delivery.
- Dish up meals as per dietary requisition from the wards
- Clean the kitchen premises including work area, refrigerators, stoves, ovens, storeroom, and utensils in order to comply with hospital sanitation requirements.
- Assist in the roster planning for the junior staff in the unit
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues and clients/patients.
- Attend and contribute at staff meetings

Personal and People Development

- Attend in-house training sessions in relation to catering services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for catering services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Cook Assistant

Criteria	Essential	Desirable
Educational Qualification and Experience	GCE O'Level/ SSSCE Certificate Equivalent/NVTI and at least Three (3) years working experience at the level of Cook Assistant plus continuing in-service training	
Knowledge	Understanding of the importance of hygiene, quality assurance and health & Safety	
Skills	Ability to speak and write simple English Human relation skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Integrity, flexibility, enthusiasm, courteous and trustworthy	

11.3.3 Principal Cook Assistant

- Job title** : Cook Assistant
- Grade** : Principal Cook Assistant
- Responsible To** : Unit In-Charge
- Accountable To** : Head of Department

Job Purpose

To assist in the preparation, cooking and service of high quality meals to patients, staff and visitors in line with the established hospital recipes and procedures

Main Duties and Responsibilities

- Assist in the supervision of Junior Cook Assistants in the catering unit
- Prepare food products for cooking by following established hospital recipes and procedures.
- Weigh cooking products as required to ensure proper portion delivery.
- Dish up meals as per dietary requisition from the wards
- Clean the kitchen premises including work area, refrigerators, stoves, ovens, storeroom, and utensils in order to comply with hospital sanitation requirements.
- Assist in the roster planning for the junior staff in the unit
- Perform any relevant duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues.
- Attend and contribute at staff meetings

Personal and People Development

- Attend in-house training sessions in relation to catering services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for catering services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
 - Strictly adhere to the provisions of the Patient's Charter.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Cook Assistant

Criteria	Essential	Desirable
<i>Qualification and Educational Requirement</i>	GCE O'Level/ SSSCE Certificate or Equivalent and at least FIVE (5) years working experience at the level of Senior Cook Assistant plus continuing in-service training	
<i>Knowledge</i>	Understanding of the importance of hygiene, quality assurance and health & Safety	
<i>Skills</i>	Ability to speak and write simple English Human relation skills Ability to work under pressure	
<i>Personal Attributes</i>	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12. HOSTEL STAFF (TRAINING INSTITUTIONS)

12.1 HOSTEL WARDENS

12.1.1 Hostel Warden

Job Title : Hostel Warden

Grade : Hostel Warden

Responsible To : Unit In-Charge

Accountable To : Head of Facility

Job Purpose

To provide quality hospitality services in the health training institution.

Main Duties and Responsibilities

- Assist in the supervision of the work of resident housekeepers, cooks and the utility staff
- Assist in the development and delivery of appropriate hospitality services to achieve the highest standard of service in the hostel.
- Assist in the implementation of standard guidelines for the hostel services in the institution.
- Participate in the preparation of food estimate and purchase of food items for preparation of students meals
- Participate in the regular review of the menu and assist in ensuring quality and healthy meals for the students
- Undertake regular inspection tour of the hostel to ensure clean and a safe environment within the hostel.
- Participate in the preparation of budgets and reports on the activities of the unit
- Participate in roster planning, monitoring and documentation of all leave for staff in the unit
- Assist in maintaining up-to date records in the unit
- Perform other official duties that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors, clients and students.
- Attend and contribute at staff meetings.
- Develop constructive and co-operative working relationship with the staff in the Hostel Unit

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of hostel services.

- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the hostel services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Hostel Warden

Criteria	Essential	Desirable
Educational Qualification Experience	HND in Hotel, Catering and Institutional Management. Must have completed national service	Degree in Hospitality or relevant post graduate qualification
Knowledge	Understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Ability to work under pressure	Computer skills
Personal attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

1.2 Senior Hostel Warden

Title	: Hostel Warden
Grade	: Senior Hostel Warden
Responsible To	: Unit In-Charge
Accountable To	: Head of Facility

Job Purpose

To provide quality hospitality services in the health training institution.

Main Duties and Responsibilities

- Supervise the work of resident housekeepers, cooks and the utility staff.
- Assist in the development and delivery of appropriate hospitality services to achieve the highest standard of service in the hostel.
- Contribute to the development and implementation of standard guidelines for the hostel services in the institution
- Prepare domestic budget, purchase food items and supervise cooking and service of food to students
- Advise on the state of accommodation in the institution.
- Undertake regular review of the menu and ensure the provision of quality and healthy meal for students
- Undertake regular inspection tour of the hostel to ensure clean and a safe environment within the hostel.
- Participate in the preparation of budgets and reports on the activities of the unit
- Participate in roster planning, monitoring and documentation of all leave for staff in the unit
- Assist in maintaining up-to date records in the unit
- Perform other official duties that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors, clients and students.
- Develop constructive and co-operative working relationship with the staff in the Hostel Unit
- Maintain links with the relevant personnel/departments to ensure effective support services for the students.
- Attend and contribute at staff meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of hostel services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.

- Contribute to Continuing Professional Development (CPD) of the support staff in the hostel.
- Keep log of own performance and in-service training log for purposes of appraisal

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the hostel services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Senior Hostel Warden

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Hotel, Catering and Inst. Management with at least THREE (3) years working experience at the level of Hostel Warden; Evidence of continuing professional development (CPD).	Degree in Hospitality or relevant post graduate qualification
Knowledge	Working knowledge and understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Ability to work under pressure	Computer skills
Personal attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12.1.3 Principal Hostel Warden

Title	: Hostel Warden
Grade	: Principal Hostel Warden
Responsible To	: Unit in-Charge
Accountable To	: Head of Facility

Job Purpose

To provide quality hospitality services in the health training institution.

Main Duties and Responsibilities

- Supervise and direct the activities of resident housekeepers, cooks and the utility staff
- Contribute to the design and delivery of appropriate hospitality services to achieve the highest standard of service in the health training institution.
- Contribute to the development and implementation of standard guidelines for the hostel services in the institution.
- Play active role in the day-to-day administration of the student hostel.
- Ensure the dormitories and compounds are thoroughly clean
- Prepare domestic budget, purchase food items and supervise cooking and service of food to students
- Undertake regular review of the menu and ensure the provision of quality and healthy meal for students
- Advise on the state of accommodation in the institution.
- Play active role in the preparation of budgets and reports on the activities of the unit
- Undertake roster planning, monitoring and documentation of all leave for staff in the unit
- Maintain up-to date records in the unit
- Perform other official duties that may be assigned.

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors, clients and students.
- Maintain links with the relevant personnel/departments to ensure effective support services for the students.
- Attend and contribute at staff meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of hostel services.
- Monitor own performance against agreed objectives and standards.
- Keep up to date on job related issues as appropriate.
- Contribute to Continuing Professional Development (CPD) of the support staff in the hostel.

- Keep log of own performance and in-service training log for purposes of appraisal

Health & Safety Responsibilities

- Take care of own safety and that of other colleagues and clients as appropriate.
- Work in compliance with all GHS health and safety requirements

Quality Assurance

- Comply with all GHS Quality Assurance Policy guidelines and work within the prescribed quality standards for the hostel services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Hostel Warden

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Hotel, Catering and Institutional Management with at least FIVE years working experience at the level of Senior Hostel Warden; Evidence of continuing professional development (CPD).	Degree in Hospitality or relevant post graduate qualification
Knowledge	Working knowledge and broad understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Computer skills Demonstrated human relation skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12.1.4 Assistant Chief Hostel Warden

Title	: Hostel Warden
Grade	: Assistant Chief Hostel Warden
Responsible To	: Unit in-Charge
Accountable To	: Head of Facility

Job Purpose

To provide quality hospitality services in the health training institution.

Main Duties and Responsibilities

- Play active role in the development and delivery of appropriate hospitality services to achieve the highest standard of service in the hostel.
- Facilitate the preparation and implementation of strategic plans for the hostel services in the institution.
- Facilitate the development and implementation of standard guidelines for hostel services in the institution
- Ensure the preparation of domestic budget and monitor food and other items purchased, stockroom, and maintenance and repairs of the unit's equipment
- Provide advice on the state of accommodation and matters relating to hostel services
- Ensure provision of quality and healthy meal for students

Communication and Working Relationships

- Foster good communication and team working relationships within the institution
- Attend training and team meetings as required.
- Establish and maintain links with the relevant personnel/departments to ensure effective support services for the students.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of hostel services.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the support staff in the hostel.
- Play active role in the recruitment, selection, induction and retention of the support staff in the hostel.
- Keep log of own performance and in-service training log for purposes of appraisal
- Undertake performance appraisals for the staff in the hostel staff.

Management

- Assign task, supervise and direct activities of the support staff in the hostel as appropriate
- Oversee the day-to-day management of the unit including personnel matters, inventory and stock control and appropriate record keeping
- Ensure preparation of budgets, returns and reports on the activities of the unit
- Devise improved job methods for increasing efficiency in the unit.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working in the hostel.
- Ensure compliance with GHS health and safety requirements
- Participate in training/workshops on Health and Safety

Quality Assurance

- Ensure the establishment of quality assurance systems for the hostel services in the institution.
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Assistant Chief Hostel Warden

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Hotel, Catering and Institutional Management plus Advanced Diploma in Hospitality Management or related field with at least THREE (3) years post qualification working experience at the level of Senior Hostel Warden; Evidence of continuing professional development (CPD). Or HND in Hotel, Catering and Institutional Management plus Advanced Diploma in Hospitality Management or related field at the level of Principal Hostel Warden; Evidence of continuing professional development (CPD) Or	

	HND in Hotel, Catering and Institutional Management plus at least FIVE (5) years working experience at the of Principal Hostel Warden; Evidence of continuing professional development (CPD)	
Knowledge	Working knowledge and broad understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Computer literacy skills Demonstrated human relation skills Ability to management under pressure Organizational and leadership skills Supervisory skills Analytical skills	
Personal Attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12.1.5 Chief Hostel Warden

Title : Hostel Warden
Grade : Chief Hostel Warden
Responsible To : Unit in-Charge
Accountable To : Head of Facility

Job Purpose

To provide quality hospitality services in the health training institution.

Main Duties and Responsibilities

- Ensure the development and delivery of appropriate hospitality services to achieve the highest standard of service in the hostel.
- Facilitate the preparation and implementation of strategic plans for the hostel services in the institution.
- Ensure the development and implementation of standard guidelines for hostel services in the institution
- Oversee the preparation of domestic budget and monitor food and other items purchased, stockroom, and maintenance and repairs of the unit's equipment
- Provide advice on the state of accommodation and matters relating to hostel services
- Ensure provision of quality and healthy meal for students

Communication and Working Relationships

- Maintain effective communication with the support staff and the other staff in the institution
- Establish and maintain links with the relevant personnel/departments to ensure effective support services for the students.
- Attend and contribute at management meetings.

Personal and People Development

- Develop and maintain continuing personal and professional development to meet the changing demands in the area of hostel services.
- Monitor own performance against agreed objectives and standards.
- Ensure Continuing Professional Development (CPD) of the support staff in the hostel.
- Play active role in the recruitment, selection, induction and retention of the support staff in the hostel.
- Undertake performance appraisals for the support staff in the hostel.

Management

- Assign task, supervise and direct activities of the support staff in the hostel as appropriate
- Oversee the day-to-day management of the hostel including personnel matters, inventory and stock control and appropriate record keeping
- Ensure preparation of budgets, returns and reports on the activities of the unit.
- Devise improved job methods for increasing efficiency.

Health and Safety Responsibilities

- Take care of own safety and ensure the safety of other staff working in the hostel.
- Ensure compliance with GHS health and safety requirements
- Participate in training/workshops on Health and Safety

Quality Assurance

- Ensure the establishment of quality assurance systems for hostel services in the institution.
- Act as a role model in quality improvement, offering advice and support to others.
- Keep up-to-date with quality developments relevant to area of work and related services.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Chief Hostel Warden

Criteria	Essential	Desirable
Educational Qualification and Experience	HND in Hotel, Catering and Institutional Management plus Advanced Diploma in Hospitality Management or related field with at least FIVE (5) years post qualification working experience at the level of Assistant Chief Hostel Warden; Evidence of continuing professional development (CPD).	
Knowledge	Understanding of the MOH/GHS administrative set up and policies Knowledge of Patient Charter Knowledge of Quality Assurance Issues Knowledge of Health and Safety Knowledge of Hospital Protocols	

Skills	Effective communication Computer literacy skills Demonstrated human relation skills Ability to management under pressure Organizational and leadership skills Supervisory skills Analytical skills	
Personal Attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12.2 RESIDENT HOUSEKEEPERS

12.2.1 Resident Housekeeper

Job Title : Resident Housekeeper

Grade : Resident Housekeepers

Responsible To: Unit-In- Charge

Accountable To: Head of Department

Job Purpose

To provide quality hospitality services to students in the hostels

Main Duties and Responsibilities

- Receive new and affiliation students into the hostel and provide them with copies of hostel rules and regulations.
- Check and ensure that students bring along all items listed on their prospectus.
- Maintain discipline in the hostel and see to the welfare of students.
- Serve meals to students and keep record of meals served
- Regularly inspect and ensure that the compound, drains, student cubicles, bathrooms, toilets and equipment are all thoroughly clean.
- Attend to sick students
- Assist in the roster planning for the utility staff
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors, clients and students.
- Attend and contribute at staff meetings
- Effectively work in a team with other hospitality staff in the institution.

Personal and People Development

- Attend in-house training sessions in relation to hostel services to update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for hostel services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification Resident Housekeeper

Criteria	Essential	Desirable
Educational Qualification and Experience	City & Guilds 706/11 812/11 or equivalent at a recognized institution	
Knowledge	Basic understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12.2.2 Senior Resident Housekeeper

Job Title : Resident Housekeeper

Grade : Senior Resident Housekeepers

Responsible To: Unit-In- Charge

Accountable To: Head of Department

Job Purpose

To provide quality hospitality services to students in the hostels

Main Duties and Responsibilities

- Supervise utility staff including hostel orderlies, labourers, dining and kitchen staff and keep record of their attendance
- Receive new and affiliation students into the hostel and provide them with copies of hostel rules and regulations.
- Check and ensure that students bring along all items listed on their prospectus.
- Maintain discipline in the hostel and see to the welfare of students.
- Receive and issue food items to cooks for cooking
- Serve meals to students and keep record of meals served
- Regularly inspect and ensure that the compound, drains students cubicles, bathrooms, toilets and equipment are all thoroughly clean.
- Attend to sick students
- Participate in the roster planning for the Resident Housekeepers and the Utility Staff.
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors, clients and students.
- Attend and contribute at staff meetings
- Effectively work in a team with other hospitality staff in the institution.

Personal and People Development

- Attend in-house training sessions in relation to hostel services update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Assist in orientating newly appointed Resident Housekeepers and other Utility Staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions

- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for hostel services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Senior Resident Housekeeper

Criteria	Essential	Desirable
Educational Qualification and Experience	City & Guilds 706/11 812/11 or equivalent with at least Three (3) years working experience at the level of Resident Housekeeper plus continuing training in hostel services	
Knowledge	Working knowledge and understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Ability to work under pressure	
Personal attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	

12.2.3 Principal Resident Housekeeper

Job Title : Resident Housekeeper
Grade : Principal Resident Housekeepers
Responsible To: Unit-In- Charge
Accountable To: Head of Facility

Job Purpose

To provide quality hospitality services to students in the hostels

Main Duties and Responsibilities

- Supervise utility staff including hostel orderlies, labourers, dining and kitchen staff and keep record of their attendance
- Receive new and affiliation students into the hostel and provide them with copies of hostel rules and regulations.
- Check and ensure that students bring along all items listed on their prospectus.
- Maintain discipline in the hostel and see to the welfare of students.
- Receive and issue food items to cooks for cooking
- Serve meals to students and keep record of meals served
- Regularly inspect and ensure that the compound, drains students cubicles, bathrooms, toilets and equipment are all thoroughly clean.
- Attend to sick students
- Undertake roster planning for the Resident Housekeepers and the Utility Staff.
- Perform any other official duty that may be assigned

Communication and Working Relationships

- Maintain effective communication with colleagues, visitors, clients and students.
- Attend and contribute at staff meetings
- Effectively work in a team with other hospitality staff in the institution.

Personal and People Development

- Undertake any training required in order to maintain and update knowledge and skills
- Monitor own performance against agreed objectives and standards.
- Play active role in the orientation of newly appointed Resident Housekeepers and other Utility Staff.
- Keep log of own performance and in-service training log for purposes of appraisal.

Health and Safety Responsibilities

- Take care of own safety and others who may be affected by your actions or omissions
- Adhere to the GHS Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.

Quality Assurance

- Work within the prescribed quality standards for hostel services.
- Comply with the GHS quality assurance policy and guidelines.

Further Information

- The post holder must at all times:
 - Work in accordance with the GHS Code of Ethics and Code of Conduct and Disciplinary Procedures.
- *This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service*

Person Specification

Principal Resident Housekeeper

Criteria	Essential	Desirable
Educational Qualification and Experience	City & Guilds 706/1 812/1 or equivalent with at least FIVE (5) years working experience at the level of Senior Resident Housekeeper plus continuing training in hostel services	
Knowledge	Broad working knowledge and understanding of the importance of hygiene, quality assurance, health and safety	
Skills	Effective communication Demonstrated human relation skills Ability to work under pressure	
Personal Attributes	High standard personal hygiene Smart appearance Commitment to provide excellent customer service required. Integrity, flexibility, enthusiasm, motivation, courteous and trustworthy	