

## JOB DESCRIPTION

<b>Job Title</b>	<b>Clinic Manager</b>
<b>Location</b>	<b>: Hanoi</b>
<b>Legal Entity</b>	<b>: Lifetime Co</b>
<b>Reports Functionally To</b>	<b>: Director of Operations , Raffles Medical Centre, Indo-China</b>
<b>Reports Administratively To</b>	<b>: General Manager, Raffles Medical Centre, Indochina</b>
<b>Works Closely with</b>	: Finance Director Clinic Managers (Indochina)
<b>Direct Reports</b>	: Nursing staff Receptionist staff Cashier staff Laboratory staff X-Ray staff Japanese staff

### A. Overall Purpose of the Job

This position is responsible for the profitable growth and development of Raffles Medical Clinic Hanoi. This includes introducing new services as appropriate, growing the patient base, maintaining the highest level of patient care and customer service, planning and deployment of essential resources. The position requires that the Clinic Managers spends 80% of their time with patients/ clients and customers

### B. Key Responsibilities

- Need to ensure that your efforts are directed at achieving the Clinic revenue targets
- Need to ensure that the Cost of Sales is as per the budget figure
- Need to ensure that all patients are retained
- Need to ensure that the Clinic provides a quality Service and minimizes complaints
- That the AR ledger is managed and maintained within the budget parameters

Will be responsible for any other duties that are deemed necessary by the Director of Operations and the Clinical Director.

### C. Job Profile

#### 1. Business Development

- On an ongoing basis review the existing clinic services with a view to adapting them to changing local market requirements
- Introduce new clinic services in order to stay ahead of the competition

- Identify and penetrate new patient markets while retaining existing patients in order to grow patient numbers
- In conjunction with the sales team, promote a high profile and positive image for the clinic within the community
- Develop initiatives to increase awareness and clinic utilisation – B2B and B2C
- Ensure external clinic marketing activities occur on a regular basis (e.g. doctor lectures, health talks etc) working in conjunction with the Vietnam Sales & Marketing Team

## 2. Customer Service

- Promote a high standard of customer satisfaction by further developing a culture of customer service amongst staff and minimizing complaints
- Ensure quality control and improvement in all aspects of customer service and patient care
- Ensure that all clinic staff receives regular monthly training on key elements of service provision
- Ensure a clinic patient data base is maintained in an accurate and a timely manner that such data are utilised in the promotion of customer service programs
- Maintain responsibility for all aspects of patient feedback through surveys, feedback mechanisms, complaint, suggestions and compliment handling
- Ensure quality control on all aspects of customer service and patient care

## 3. Clinic Services

- Ensure clinic facilities and services are maintained at the highest level of operational standards including staffing, equipment and client support services
- Develop and maintain highest possible standards of clinical practice by medical, nursing and paramedical staff in accordance to Raffles Medical group policies and protocols.
- Ensure standards of practice and service delivery as detailed by local regulations and the International Standards of Practice of Raffles Medical Group are implemented and maintained and that such documentation is up to date
- Ensure that Standard Precautions are enforced and followed at all times
- Promote and ensure a Continuous Quality Improvement environment and program is maintained
- Maintain and improve all clinic programs
- Develop and maintain clinic procedures and processes consistent with the Raffles Medical Group standards of practice
- Ensure that all waste is managed in accordance with local regulations and standards.

## 4. Financial Management and Cost Control

- Participate in the annual budget process in conjunction with Indochina Clinic Management
- Review and analyse revenue, cost of sales and other expenditure in conjunction with Indochina Clinic Management against budget predictions and initiate appropriate remedial actions whenever variations occur
- Regularly undertake analysis to ensure that clinical procedures are 'costed' correctly
- Participate in the "fee setting" exercise as and when required

- Maintain sound management of all medications and disposables through an inventory system with inbuilt controls
- Ensure billing is accurate and that patients are invoiced for all billable items
- Assist in managing and controlling the Accounts Receivables within the budget parameters

**5. Legal Requirements**

- Ensure that patient care is carried out with local regulations and legislation
- Ensure the pharmacy complies with the local legislation as well as Raffles Medical Group operating procedures and policies
- Ensure the laboratory in the clinic complies with the local legislation as well as Raffles Medical Group standard operating procedures and policies
- Ensure the X-Ray department in the clinic complies with the local legislation as well as Raffles Medical Group operating procedures and policies

**6. Staffing and Training**

- Ensure the clinic is appropriately staffed at all times
- Implement a comprehensive orientation and induction program for new staff
- Undertake performance appraisal of all clinic nursing and support staff and set targets and KPIs for each staff member
- Advise on career development and training needs as part of the performance appraisal process in conjunction with the HR Department
- Motivate and develop staff to a high level of performance and ensure retention of good quality staff
- Identify training needs of nursing and administrative staff and implement programs to improve service levels
- Establish and maintain ongoing education programs for all staff
- Work with the Nurse Manager to ensure a Continuing Medical Education program for all nursing staff is in place
- Facilitate a working environment that promotes openness and a trust relationship with all staff

**7. General and Administration**

- Ensure that all efforts are directed at achieving the Clinic revenue targets
- Ensure that the Cost are managed within budget at all times
- Maintain an up-to-date and current inventory of all equipment and ensure that the asset register is correct at all times
- Ensure a preventative maintenance program is in place and that all equipment is regularly maintained in good working order as per manufacturer's recommendation
- Maintain regular clinic meetings, at least bi-weekly with all staff
- Sign-off and submit in a timely manner all nursing and non-medical staff time and salary sheets
- Sign-off on all clinic drug and disposable requisition sheets and ensure that the orders are correct
- Undertake reporting as directed by Indochina Management and Corporate

- Undertake any reasonable additional duties as determined by management from time to time

**Required Competencies**

- Effective communication skills
- Polite and professional
- Good grooming & deportment
- 5 Star Quality Customer Service

**Required Work Experience**

- Minimum 5 years ' experience in the service industry, Customer relations, sales or Public relations
- Previous experience in medical, hospitality industry an advantage

**Required Qualifications**

- Tertiary qualifications preferred
- Management or Business Training

**Required Languages**

- Fluent English
- Additional language skills an advantage

**Travel / Rotation Requirements**

- Occasional travel may be necessary