

Assistant Project Manager - SS Healthcare Management

Job Title	Assistant Project Manager		
Division	Special Services Division		
Department	Healthcare Department		
Section	SS Healthcare Management		
Location	Healthcare Office	Direct Reports	Supervisor Healthcare
Reports To	Operations Manager - Healthcare	Version Number	1
External Relations	Customer	Guide Number	7182
Internal Relations	Operations	Job Code	

Basic Function

Properly managing all the projects with Ministry of Health under the preset terms and SOPs, resolving any issues affecting the success of the project. Monitoring the overall operations and output of various functions of the Healthcare operations within assigned regions / locations to ensure a high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Regularly contact and visit the Administrative and Communication Manager, Lab Manager to understand the requirements or issues requiring resolution to ensure satisfaction.
- Monitor the project and resolve any issue affecting the smooth flow of activities with consent from the senior management.
- Follow up on Supervisors and Coordinator for picking and delivering of Documents as well as Blood Sample Projects shipments aggressively.
- Manage Blood Samples (Corona, BSP, Newborn, Ebola) pickup and delivery operations if needed overtime will be arranged for couriers to finish the assigned job.
- Receive calls, queries, mails from customer services, MOH Administrative and Communication Department, Hospitals, Labs and other internal customers.
- Handle complaints from MOH Management.
- Verify shipments receiving and dispatching in MOH offices are Stations are according to the standard operating procedure.
- Ensure that receiving of shipments, air waybills gradation, packing of shipments, sorting, scanning, printing of delivery record updating POD / Exception Scans are done in all regions as per agreed procedures.
- Ensure that shipments are delivered to the destinations as per commitment.
- Monitor and SLA, Pending Shipments delivery as per agreed level.
- Review courier routes for balancing.

HR/Administrative

- Ensure that all vacant positions in his assigned locations are filled as per the manpower requirement plan.

- Exercise control of staff, authorizes vacation, overtime, incentives disciplinary action, etc. to achieve team goals.
- Approve reallocation of resources to meet day to day business requirements.
- Check courier vehicles, processing vehicle request for new hired couriers.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

Competencies - Professional and Technical

Behavioral Competencies

Initiative	Level 4
Networking/Relationship building	Level 4
Organizational & Environmental Awareness	Level 5
Planning & Organizing	Level 4

Competencies – EHS

Knowledge of basic environment health and safety requirements
EHS corporate objectives awareness
Awareness of EHS requirements in the QEHS management systems
Have attended EHS awareness training (if applicable)
Awareness of Environment Health Safety incident reporting

Organizational Competencies

Intermediate

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.), At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

**Note: Industry Experience wherever its applicable*

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:

Date: