

JOB DESCRIPTION

Position Title	: Director Clinical Services
Department	: UPHC
Report to	: President of UP and Deans of Medicine, Pharmacy and Dentistry
Reportee (if any)	: 1 Dental Hospital Manager, Dr. Vitou, 1. Sim Lab Coordinator, 8 Dental Assistants, 1 Dental Lab Supervisor, 1 Dental Lab Assistant, 6 Receptionists, Medical Doctor, Medical nurse, Pharmacy Manager, 2 Full Time Pharmacists, and 4 Part Time Pharmacists and a Cleaner.
Location	: UPHC, University of Puthisastra, Phnom Penh

I. Position Summary:

- To provide effective and efficient day to day management of the UPHC (including Medical Clinic, Pharmacy and Dental Hospital 2), Dental Hospital 1, Dental Sim Lab and Dental Technology Lab
- To market and develop the UPHC and Dental Hospitals as successful businesses
- To enhance the training of UP health science students and oversee the provision of high quality health services to the public

II. Duties and Responsibilities:

The overall job description below outlines the main areas of responsibilities of the employee:

- Manager the daily operations of the Health Center, Dental Hospitals and Dental Lab
- Work with Marketing Department, UP Dental Business Manager and Deans of Medicine, Dentistry and Pharmacy to promote the UPHC and Dental Hospital through UP website, Facebook pages, media, signage, promotions etc. in order to recruit more patients and clients at the Pharmacy Medical Clinic and Dental Hospitals
- Provide monthly & annual reports to the President and Deans of Medicine, Pharmacy and Dentistry on outputs, income, expenditure, challenges, events, visitors, patient numbers, Marketing etc.
- Work with procurement to purchase equipment, instruments and supplies, and organize maintenance of equipment
- Work with Finance Department related to budget, MoUs, salaries, contracts, commissions, income from courses etc.
- Work with HR related to recruiting staff, tutor lists, contracts, tutor and staff timetables, leave etc.
- Support all staff in undertaking their duties
- Work with faculties to monitor the supervision of the clinical practice of students
- Monitor the performance of teaching staff (lecturers, tutors etc.) in the UPHC, Dental Hospitals and laboratory and provide effective feedback
- Monitor the performance of healthcare professionals providing treatment or services for patients/clients in the UPHC and Dental Hospitals
- Monitor of the performance of the UPHC, Dental Hospitals and laboratory staff
- Maintain excellent communication with all staff including dentists, doctors, pharmacists, staff,

students, assistants, receptionists, cleaner and patients

- Create a safe & productive working environment for staff, students and patients
- Work closely with the dental hospital manager so that the dental services provided across both Dental Hospitals are standardized, and the management of both is well integrated
- Participate in relevant meetings in the Faculties of Pharmacy, Medicine, and Dentistry
- Arrange weekly staff meetings for each part of the UPHC and Dental Facilities
- Conduct Health Center, Dental Hospital and Dental Lab staff performance appraisals each year
- Regularly meet with students to discuss issues
- Work with the Dentistry Business Development Manager to organize and run postgraduate and CPD courses which have a clinical or dental lab component, including orthodontics courses (including the new Master of Orthodontics), implant/endodontic/wisdom teeth courses, and some CPD courses.

III. Minimum Qualifications and Requirements:

1. Experience:

- Experience in managing a health care facility
- Experience in administration and financial management

2. Education:

- Relevant degree
- Postgraduate qualification preferred
- Management qualification preferred

3. Skills/Competencies:

- English and Khmer Language proficiency desirable
- Computer skill – WORD and EXCEL and Social Media
- Good at managing people, facilities and finances
- Good communication, problem solving, reporting and presentation skills
- Good at marketing
- Able to multitask
- Committed to the mission, vision and core values of UP

4. Personal Quality

- Conscientious
- Hard working
- Punctual
- Reliable
- Team player
- Good communicator
- Honest
- Have initiative

The University welcomes Cambodian and international candidates