



Date 09/10/2025

External Vacancy

Job Classification: Hospital Supervisor

Department: Clinical

Reports to: Medical Director / Chief Operating Officer

Supervises: Department Heads / Each Unit Clinical & Non-clinical staff (depending on scope)

Location: Landmark General Hospital

Job Summary

The Hospital Supervisor ensures that daily hospital operations are carried out smoothly and efficiently. The position bridges management and frontline operations, ensuring quality patient care, good staff coordination, compliance with policies/regulation, resource management, and continuous improvement in hospital service delivery.

Key Duties and Responsibilities

Below are typical duties. You should adjust depending on which units the supervisor covers (wards, outpatient, emergency, diagnostics, support services, etc.):

1. Operational oversight & coordination

- Oversee daily operations across hospital units to ensure services are delivered effectively.
- Coordinate among departments to align schedules, staffing, bed allocation, equipment use, etc.
- Monitor patient flow (admissions, transfers, discharges) to optimize resource utilization.

2. Staff management & leadership

- Supervise managers/unit heads; support them in managing their teams.
- Participate in hiring, training, orientation, performance evaluation, disciplinary actions.
- Ensure adequate staffing, including organizing shift schedules, covering absences, and adapting to surges.

3. **Quality of patient care / clinical standards**
 - Ensure that patient care meets hospital, regulatory, and accreditation standards.
 - Monitor performance metrics, patient satisfaction, incident reports; follow up on areas needing improvement.
 - Ensure compliance with safety, infection control, and other clinical protocols.
4. **Policy, regulation & compliance**
 - Implement and enforce hospital policies, procedures, and applicable laws/regulations.
 - Review and update procedures as needed.
 - Ensure staff is trained and aware of policies, safety standards, emergency procedures.
5. **Resource & facility management**
 - Monitor availability and usage of equipment, supplies, and medications.
 - Coordinate maintenance and repairs of hospital infrastructure.
 - Assist in budget planning for operational needs; monitor expenditures, cost-saving measures.
6. **Communication & stakeholder management**
 - Serve as point of contact between administration and units, between clinical & non-clinical areas.
 - Handle patient/family complaints escalated beyond individual unit level.
 - Liaise with external agencies as needed (suppliers, regulatory bodies, partners).
7. **Emergency preparedness & response**
 - Ensure readiness of hospital in emergencies (e.g. disaster, mass casualty) including drills, contingency plans.
 - Oversee response during crisis shifts; ensure continuity of essential services.

Qualifications, Skills & Competencies

Here are the common requirements:

- **Education:** Bachelor's degree in Nursing, Health Administration, Public Health, or related field. A Master's degree is an advantage.
- **Professional License / Certification:** valid clinical license may be required.
- **Experience:** 3-5 years of healthcare/hospital experience including supervisory or management responsibilities.
- **Knowledge:** Hospital operations; clinical standards; healthcare regulations; safety and infection control; quality assurance.
- **Skills:**
 - Strong leadership, decision-making, problem-solving.
 - Excellent interpersonal and communication skills.

- High organizational ability; able to manage multiple priorities.
- Capacity to work under pressure; flexibility and adaptability.
- **Other competencies:**
 - Ethical judgment and integrity.
 - Customer (patient/family) focus.
 - Ability to analyze data (operational metrics, KPIs).
 - Conflict resolution and negotiation.

Employees who meet the eligibility criteria and wish to register must do so in person at the HR Department within five days from this post.