



NORTH-EAST REGIONAL HEALTH AUTHORITY

SENIOR DIRECTOR, CORPORATE SERVICES

The **North-East Regional Health Authority** a statutory body under the Ministry of Health and Wellness, with responsibility for the management and delivery of public health services within the parishes of St. Ann, St. Mary and Portland, is seeking a **strong, dynamic, and proactive** individual to fill the following position in the Regional Office:

Senior Director, Corporate Services (GMG/SEG 5 – Band 11) - VACANT
(Salary range \$7,716,512 - \$10,377,851 per annum)

Job Purpose

Under the general direction of the Regional Director, the Senior Director, Corporate Services will have primary responsibility for building an efficient and effective service delivery organization, with well trained and customer – focused staff to facilitate the optimal functioning of the NERHA in order to achieve its strategic objectives and goals in a timely manner and within the allocated budget.

The incumbent will provide strategic leadership, policy direction and guidance for the following functions: Office Services, Human Resource Management & Development, Information, Communication Technology, Public Procurement, Strategic Planning, Performance Monitoring & Evaluation, Enterprise Risk Management, Customer Service and Data Protection.

Minimum Required Qualifications and Experience

- Master's degree in Management/Business Administration/Public Administration/Human Resource Management or equivalent qualification;
- Eight (8) years related experience in the Public Sector, with at least (4) years senior management experience;

Special Conditions Associated with Job

- Required to work beyond normal working hours whenever the need arises;
- Travel locally and internationally whenever the need arises;
- Possession of a valid Driver's Licence and a reliable motor vehicle.

KEY RESPONSIBILITIES

Management/ Administrative Responsibilities:

- Plans, organizes and directs the work of the Division, by overseeing the creation of the Division's corporate and operational plans and budgets, and monitoring the Division's achievement against them;
- Leads the development of the strategic plans and budget for the Division; monitors implementation of the plans in a way that optimizes the effectiveness and efficiency of the Division and makes recommendations for adjustments as necessary to enable the achievement of the established objectives and/or changes in direction during the planning period;
- Leads in the development of annual Work Plans for the Units in the Division;
- Reviews quarterly Performance Status Reports from Units and provides guidance, feedback and forward recommendations to Unit Heads;
- Prepares and submits performance management reports relating to corporate services to the Regional Director;

- Determines administrative gaps and develops, coordinates, implements and maintains policies and procedures to guide the operations of the division;
- Ensures that corporate services are delivered efficiently across all divisions and that the highest level of customer service is maintained;
- Coordinates the preparation of responses to audit queries pertinent to the corporate services for the attention of the Regional Director;
- Examines and approves payments generated by the Division, to ensure that payments are within the limits of the budgetary allocations and that value for money is received;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Division provides a consistently high level of service to them;
- Leads the periodic review of operational manuals to ensure they remain current; ensures appropriate tools and resources are available (including an effective project management evaluation mechanism) to support the work of the division;
- Anticipates issues, challenges and outcomes, takes action considering the risks and using prudent judgment, demonstrates adaptability and flexibility in getting a job done despite challenging circumstances;
- Prepares management report on activities undertaken at required intervals;
- Represents the NERHA at local and international meetings, conferences and other fora as required;
- Keeps abreast of legislative changes, Government policies and guidelines, international changes in health care so that he/she can effectively contribute to the development of the strategic direction of the Region in delivering on its mandate.

Technical/Professional Responsibilities:

- Provides policy interpretation and technical advice to the Regional Director, divisional/ section/ Unit Heads to ensure effective coordination of the Region's functions, and compliance with government rules and regulations;
- Provides advice to the Regional Director, other Directors and Senior Managers on matters relating to the implications of the acquisition, allocation and utilization of human, physical or material resources;
- Initiates innovation or changes in internal management practices, systems and policies with a view to improving efficiency and reducing costs;
- Forges strategic alliances with the senior managers that foster collaboration and partnerships with a view to improving the efficiency and effectiveness of services provided;
- Liaises with the Ministry of Health & Wellness and other RHAs regarding matters relating to corporate management and other functional areas of the Region;
- Facilitates the delivery of efficient, effective and satisfactory corporate services to internal and external customers.

Administration

- Gives focus and direction to the preparation of the Unit's administrative budget in keeping with the prescribed guidelines;
- Facilitates the analysis of overall performance of the Unit through the provision of timely information and ensures the provision of adequate administrative support services for all sections of the Region and the provision of comfortable and environmentally friendly working environment that contributes to employees' productivity and morale;

- Monitors and gives guidance to the adherence of the Government of Jamaica's (GOJ) protocol for the maintenance of office and plant equipment, which will facilitate a harmonious and productive environment;
- Ensures that safety and health standards are documented, circulated and maintained;
- Oversees the maintenance of the physical environment of the Regional Office in a cost effective and satisfactory manner;
- Coordinates all asset and facilities related matters for the Ministry and selected entities to ensure the centralization of fixed assets information for effective monitoring and control;
- Conducts reviews of the inventory system to ensure effective usage, control and monitoring of inventory items, which include office supplies, furniture and equipment;
- Ensures that adequate facilities/amenities such as light, power, air conditioning, plumbing, telephones and ancillary services are available, and that office equipment is maintained in good working condition at the Regional Office.

Human Resource Management & Development

- Leads the development and administration of systems and procedures that provide effective control over human resources;
- Provides strategic oversight to the development, implementation and maintenance of human resource strategies and services to foster optimal staff involvement and to promote organizational success;
- Plans strategies to improve human resource management in the NERHA, based on new developments in the field;
- Keeps abreast and disseminates ongoing knowledge of developments in areas relating to human resource management and development;
- Collaborates with the Director, Human Resource Management and Development (HRM&D) to develop a human resource plan and programme to support the Region's strategic priorities;
- Oversees the formulation of programmes for the retention of highly competent human resources that will ensure the effective delivery of quality health care;
- Provides guidance for the development of training programmes and policies for staff and ensures that they are aligned to the strategic objectives of the Region;
- Provides guidance for the initiation and development of strategic and tactical plans/programmes that will promote healthy and proactive industrial relations climate;
- Organises and participates in meetings, conferences with representatives of Trade Unions and Staff Associations regarding terms and conditions of employment;
- Monitors the development and use of an effective and efficient Human Resource Information System (HRIS) in the Ministry and Regional Health Authorities;
- Coordinates the human resources input of the NERHA's programmes including current and future requirements for manpower budgeting and planning, retirement and compensation benefits and conditions of service and career path development.

Information, Communication & Technology

- Gives focus and direction for the development, implementation and evaluation of the Management Information Systems (MIS) strategic plan within the context of the overall strategic plan for the Regional Health Authority;
- Provides advice and guidance on the development of Management Information Systems policies and procedures, based on research, for the efficient and effective functioning of the NERHA in keeping with the GOJ MIS policies;

- Ensures that the NERHA's ICT policies and procedures are current;
- Ensures the provision of an integrated information system that facilitates effective delivery of service to all levels of the organization;
- Ensures the continuous review and evaluation of business processes and ensures the provision of cost effective and realistic information technology solutions where necessary to maximize efficiencies throughout the Ministry of Health;
- Collaborates with the Director, Information, Communication and Technology in coordinating the purchase of new equipment;
- Collaborates with the Director, Information, Communication and Technology in ensuring the development and implementation of a comprehensive maintenance programme for all Information Technology equipment.

Public Procurement

- Oversees the administration of the procurement function ensuring compliance with Government guidelines;
- Ensures that submissions to the Procurement Committee conform to the approved policies and procedures, and that client Divisions are promptly informed of the decisions of the Committee
- Directs the preparation of contracts Awards Reports for submission to the Permanent Secretary;
- Periodically coordinates reviews of the procurement process along with the Director, Public Procurement to ensure that appropriate systems are in place to minimize waste and provide value for money.

Enterprise Risk Management

- Oversees the identification, with the respective managers legal, regulatory and contractual requirements and organizational policies and standards related to the NERHA's operations to determine their potential impact on the business objectives;
- Oversees the identification, with senior leadership potential threats and vulnerabilities for business processes, associated data and supporting capabilities to assist in the evaluation of enterprise risk;
- Monitors the implementation of the ERM framework and ongoing ERM practices suitable for the requirements of the Ministry;
- Ensures that the Strategic and Operational Risk Register are updated and maintained to ensure that all identified risk factors are accounted for;
- Ensures the assembling and analyses of risk scenarios to determine the likelihood and impact of significant events to the NERHA's business objectives;
- Correlates identified risk scenarios to relevant business processes to assist in identifying risk ownership;
- Facilitates the establishment of risk tolerance with senior leadership and key stakeholders to ensure alignment;
- Ensures that there is the development of a risk awareness programme and conduct training to ensure that stakeholders understand risk and contribute to the risk management process and to promote a risk-aware culture;
- Identifies and evaluates risk response options and provides Senior Management with information to enable risk response decisions;

- Participates in the review of risk responses with the relevant stakeholders for validation of efficiency, effectiveness and economy;
- Applies risk criteria to assist in the development of the risk profile for Senior Management approval;
- Assists in the development of risk response action plans to address risk factors identified in the organizational risk profile;
- Monitor and communicate Key Risk Indicators (KRIs) and management activities to assist relevant stakeholders in their decision-making process;
- Facilitates independent risk assessments and risk management process reviews to ensure they are performed efficiently and effectively;
- Identifies and reports on risk, including compliance, to initiate corrective action and meet business and regulatory requirements;
- Influences and when necessary, challenges decisions that give rise to material risks;
- Builds awareness of business continuity and disaster recovery risks, including encouraging the preparation of business continuity and disaster recovery management plans.

Strategic Planning, Performance Monitoring & Evaluation

- Oversees the development and implementation of systems and procedures to guide the Strategic planning and evaluation process. Ensures that sufficient information and communication systems are in place in the RHA to guide the planning process;
- Proactively supports the management control process through the implementation of a Performance Monitoring and Evaluation Framework;
- Presents to the Regional Director for approval a timetable for the planning and reporting process;
- Advises Management when there is significant divergence from targets and the need for alternate strategies;
- Identifies problems and potential barriers to effective implementation of planned programmes/projects and provides solutions;
- Finalizes reports, briefings, presentations and other responses to strategic planning issues on behalf of the Regional Director;
- Reviews and analyses research on Strategic planning and other technical activities and makes recommendations on policy and programme issues to support work of the RHA;
- Represents the RHA at meetings with external partners where necessary to provide information on strategic planning and performance in the organization, and also gathers critical information on external factors which may impact the RHA;
- Ensures the production of quarterly, semi-annual and annual performance monitoring reports to the Ministry of Health and Wellness and the Ministry of Finance & the Public Service;
- Ensures that policies, technical and other inputs into the development and review of Strategic and operational plans are obtained as required;
- Monitors the implementation of projects and programmes to ensure that targets and planned outcomes are in direct relation to the needs of the organization;
- Ensures that Strategic and Operational Plans are based on key outputs and objectives, that performance targets are set and that plans are linked to budget forecasts;
- Reviews the level of compliance with RHA's approved policies and procedures and evaluate the policies and procedures for adequacy to achieve its objectives;
- Evaluates the systems established to ensure compliance with those policies, plans, procedures, laws, and regulations which could have significant impact on the RHA;
- Follows-up on recommendations made, where corrective action has not been taken or is considered inadequate, until matters are satisfactorily resolved.

Data Protection

- Oversee the implementation of a comprehensive Data Privacy Governance Framework and strategies to effectively manage the use of personal data in accordance with the provisions of the Data Protection Act;
- Monitors the systems and internal control mechanisms that align with the prescribed standards of the Data Protection Act;
- Ensures that the NERHA and its operational processes pertaining to data processing adhere to the established data protection standards and regulations;
- Oversee the implementation of strategies to enhance operational processes and ensure processes are in compliance with regulatory requirements and good practice;
- Ensure that Data Protection policies and procedures are designed and implemented;
- Ensure that breaches of the Data Protection standards or violations of the provisions outlined in the Data Protection Act are addressed promptly;
- Ensures that any contravention of the data protection standards or any provisions of the Data Protection Act by the NERHA is dealt with in accordance with the provisions of the Data Protection Act;
- Notifies the Regional Director of any contravention of the data protection standards or any provisions of the Data Protection Act;
- Reports any contravention of the data protection standards or any provisions of the Data Protection Act to the OIC;
- Assists data subjects in the exercise of their rights under the Data Protection Act, in relation to the NERHA;
- Assists NERHA with the development of internal policies and procedures related to the processing of personal data.
- Make recommendations for the appropriate organizational and technical measures to ensure the security of personal data.
- Reviews and updates the Data Protection Plan regularly to ensure it aligns with any changes in laws, regulations and policies;
- Ensures the timely collection of data, analysis and reporting of data on key performance measures;
- Ensures that there is a robust system in place to address and respond to queries and complaints;
- Ensures proper management and maintenance of personal data records, in compliance with data protection standards;
- Provides legislative advice and guidance to the Regional Director regarding any gaps identified from the outcome of the Data Protection and Privacy Impact Assessment;
- Liaises with the Office of the Information Commissioner (OIC) to address data protection matters and clarifies or resolves any doubts regarding the application of the act's provisions;
- Collaborates with the Enterprise Risk Management Unit, Internal Audit Division, Legal Services Division and other key stakeholders to monitor, implement and analyze compliance programmes;
- Reviews routine and special reports, as required;

Customer Service

- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Oversee the development and implementation of the customer service policies, procedures, and guidelines for the Region;
- Monitors the implementation of service level standards focused on response times and issue resolution;
- Reviews and approves the business processes aligned to the key services of the Authority and its portfolio agencies and departments;
- Oversee the Customer Service Improvement Plan and the Customer Service Balanced Scorecard;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Manager, Public Relations & Communication, conduct relevant campaigns, expositions to increase awareness and promotion of the goods and services of the NERHA;
- Develops and implements quality standards that are geared toward service excellence;

- Supports the certification of ENTITY in ISO 9001:2015;
- Accomplishes quality assurance objectives by monitoring, reviewing, and enforcing policies and procedures;
- Reviews quality assurance plans by conducting quality analyses, monitoring procedures and deliverables;
- Facilitates the management of the provision of quality services, reflecting the Regional Authority's core values;
- In consultation with the Regional Director and Heads of Departments identifies and sets appropriate quality standards and parameters for service delivery for the Authority;
- Analyzes issues that affect quality standards and develops solutions to the issues;
- Ensures compliance with the government's and the organization's policies, procedures, guidelines; regulations and acts;
- Reviews processes and operations to ensure that they are in keeping with established quality standard requirements;
- Submits monthly, quarterly and annual reports to Regional Director relating to performance indicators set out in the CMS and the department's objectives;
- Ensure that all complaints received are managed in accordance with the complaints handling guidelines;
- Responds to audit queries reported by the Investigation and Enforcement branch, MOHW;
- Coordinates the formation and training of the Regional Complaints Review Panel to manage complaints escalated to the Region;
- Leads the development of a standard process for the assessment of patients and collection of user fees from both local and international clients;
- Keeps abreast of changes in the health system that may impact the collection of fees;
- Ensures that controls systems are developed and implemented for the collection of user fees;
- Ensures that the NERHA is in keeping with the MOHW Compassionate Care protocols and guidelines; in collaboration with the respective senior managers within all facilities.

Applications accompanied by resume should be submitted no later than **Friday, 2026 May 22** to:

Regional Director
North-East Regional Health Authority,
34-38 Ocean Village Shopping Centre,
Ocho Rios, St. Ann,
E-mail: jobs@nerha.gov.jm

ONLY APPLICATIONS SUBMITTED VIA E-MAIL WILL BE ACCEPTED

PLEASE INDICATE IN THE SUBJECT LINE OF YOUR E-MAIL THE NAME OF THE POSITION FOR WHICH YOU ARE APPLYING