



WESTERN CHILD AND ADOLESCENT HOSPITAL

CAREER OPPORTUNITY

Applications are invited from suitably qualified persons for the position of:

MANAGER, ACCIDENT & EMERGENCY (GMG/SEG 1)

One (1) Position

(Salary Scale \$3,501,526 - \$4,709,163 per annum)

The **Western Child and Adolescent Hospital**, under the Western Regional Health Authority (a Statutory Body under the Ministry of Health & Wellness) is currently seeking to employ one (1) **Manager, Accident and Emergency (GMG/SEG 1)**. Under the direct supervision of the Deputy Chief Executive Officer, the Manager, Accident and Emergency Manager is responsible for overseeing the day-to-day efficient functioning of the Accident and Emergency Department by ensuring the seamless flow of patients by monitoring the triage system and addressing bottlenecks, monitoring the attendance of staff and coverage, enforcing and monitoring the hospital quality of care standards in keeping with established policies, procedures and protocols, ensuring that the general aesthetic and cleanliness of the department is maintained by coordinating maintenance repairs, servicing and cleaning and sanitation. The Manager also acts as the key liaison between medical teams and administrative and support personnel.

RESPONSIBILITIES:

Administrative

- In consultation with the Accident & Emergency Consultant/Senior Medical Officer, the Nurse in charge and the Chief Executive Officer, prepare the Department's:
 - Annual Budget and manage expenditure in keeping with the approved budget
 - Operational Plan and ensure that the department's priorities are communicated to the team
- Plan and coordinate departmental meetings in consultation with the Accident & Emergency Consultant/Senior Medical Officer, the Nurse Manager and the Chief Executive Officer.
- Prepare and submit weekly/monthly report of the Department's activities for submission to the Deputy Chief Executive Officer and the Senior Medical Officer for review, as well as ad hoc reports and required documentation.
- Prepare and submit Individual Work Plan.

Technical

- Oversee the efficient functioning of the day-to-day operations of the Accident and Emergency Department.
- Manage, direct and coordinate the administrative and non-medical functions of the Accident and Emergency (A & E) Department.
- In collaboration with the Accident & Emergency Consultant/Senior Medical Officer, the Nurse in Charge, the Chief Executive Officer and the Operations Manager:
 - provide leadership in the development, revision, and implementation of processes, standards, goals, and objectives for the Accident and Emergency Department;
 - ensure the establishment and communication of expectations/ performance standards to all personnel assigned to Accident & Emergency to comply with regulatory standards, policies, and procedures;
 - identify learning needs and the orientation of personnel;
 - ensure quality service delivery and efficient and effective unit or program operations.
- Develop usage patterns for supplies used in Accident & Emergency and prepare and submit procurement requisitions.
- Develop and maintain a system to ensure that adequate and appropriate medical and non-medical supplies and equipment are available continuously.
- Participate in quality improvement and risk management activities as required, including:
 - Completing Incident Reports
 - Compiling data for indicator monitoring
 - Participating in Quality Improvement team activities
- Identify opportunities for improving service delivery and operations in the Accident and Emergency Department.

- Communicate pertinent information, special instructions, and standards to personnel as well as consider ideas/ suggestions from the staff.
- Monitor critical service indicators, identify opportunities for improvement and guide the implementation of the action plan.
- Assist in policy and procedure development and compliance, measurement and enforcement.
- Ensure quality management policies, procedures, and guidelines for Point of Care Laboratory operations are maintained.
- Ensure Incidents are investigated, and incident reports are prepared and submitted in keeping with established policies.
- Coordinate with the Maintenance Manager the development of a maintenance schedule and monitor the maintenance of medical and non-medical equipment assigned to the Department, and ensure servicing is conducted as per schedule to avoid disruption of service delivery.
- Monitor the aesthetic of the Department's and coordinate with the respective Maintenance Unit to ensure that ambience, hygiene and aesthetics are conducive and visually appealing.
- In collaboration with the Customer Service Manager, ensure customer service standards are enforced
- Monitor procedures to ensure that patient waiting time is not unduly prolonged.
- In collaboration with the Occupational Health and Safety Officer and Maintenance Manager, conduct workplace safety & health assessment in keeping with a planned schedule.
- Ensure the environment of the Accident & Emergency Department is safe by ensuring adherence to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines.
- Demonstrate an understanding of role and responsibilities in fire prevention and disaster preparedness, and participate in safety and health training programs, including the health facility's Fire, Disaster, and Evacuation Plan.
- Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries, or illnesses.
- Liaise with Medical Officers (Health) in order to review the referral system and enhance the relationship between the hospital and community services.
- Maintain contact and rapport with other health facilities and agencies to avoid problems that may develop in cases of referrals and transfers.
- Liaise with Pharmacy, Radiology, and Laboratory departments in the maintenance of a system for their services to be readily available to patients in emergencies.
- Coordinate with the Safety and Security Department to ensure that adequate security is provided to the Department.
- Foster employee development through constructive feedback and recognition of exceptional abilities and education.
- Coordinate the orientation of new staff in the Department and ensure they have copies of or easy access to policy and procedure manuals relevant to the department.
- Ensure patient safety and patient safety activities are emphasised throughout Orientation, training, and ongoing performance monitoring and mentoring.
- Promote and support a culture that avoids, prevents, and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- May be required to work beyond normal working hours, nights, weekends, and holidays
- Highly stressful and demanding work environment
- Will be exposed to traumatic incidents
- Will be required to do an extensive amount of walking

QUALIFICATION & EXPERIENCE:

- BSc. in Management, Public Administration, Health Services Administration, Operations Management or Public Sector Management
- Minimum three (3) years of experience in Management or in a similar capacity
- A certificate in Supervisory Management would be an asset

SPECIFIC SKILLS/KNOWLEDGE REQUIRED:

- Excellent oral and written communication skills
- Excellent time management skills and cooperation skills
- Excellent interpersonal skills and teamwork
- Proactive work attitude and the ability to work on own initiative
- Knowledge of relevant computer software applications
- Knowledge of Office Management & Administrative procedures and practices

Application letter along with a detailed resume should be sent no later than

September 30, 2026 to:

**Manager, Human Resource Management and Development
Cornwall Regional Hospital**

P.O. Box 900

Mt. Salem

Montego Bay, St. James

Email: wcahjobs@wrha.gov.jm

ONLY SHORTLISTED APPLICATIONS WILL BE CONTACTED