

## JOB OBJECTIVE: **Group Clinical Administrator** | C-CARE (Uganda)

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### Job Details

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| Job Location:         | <b>C-CARE</b>           | Employee Category       |                       |
| Department            | <b>Medical services</b> | Sub-Department          | <b>Administration</b> |
| Clinical/Non clinical | <b>Non -Clinical</b>    | Patient Facing (Y/N)    | <b>No</b>             |
| Direct Reports (Y/N)  | <b>No</b>               | Direct Report Job Grade | <b>Professional</b>   |

### Reporting Relationships

|                               |                                                     |
|-------------------------------|-----------------------------------------------------|
| Reporting to (Functional)     | <b>C-Care Uganda IHK Director Medical Services.</b> |
| Reporting to (Administrative) | <b>C-Care Uganda IHK Director Medical Services.</b> |

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### Job Summary (Main Purpose)

Reporting to the Director Medical Services IHK with a dotted line to Director medical services IMC, the candidate will lead and manage contracts for all visiting consultants, whilst keeping the doctors' database up to date. The individual will also be involved in other administrative tasks relating to the medical services department.

### Main Duties/Responsibilities.

#### 1. Doctors' Contract Management.

- Work closely with OPD Managers/Leads to ensure that contracts/addendums for new and existing visiting consultants are adequately maintained.
- Be the guardian of the C-Care Doctor Master file and Responsible for doctors' profile creation on HIS database. Liaise with various stakeholders (IT, Finance) for adequate mapping to BUs.
- Resolve any queries in regards to contracts and HIS with concerned parties.
- Maintain an up-to-date doctors' register.
- Make sure all Drs. Documents are up to date/filed.

#### 2. Happy Doctors' Initiatives

- Support with Happy Doctors' Initiatives – birthday gifts.
- Track and assist with other Happy Doctors' initiatives as required (Professional Indemnity paperwork for doctors, liaising with Insurance provider etc.)
- Support with planning of CMEs and other doctor related events such as Annual Gala. Liaise with key stakeholders (L&D team, BUs, venue providers, marketing) for successful event execution.
- Support with the Doctors' news letter

#### 3. Clinical Affairs Administrative Tasks

- Work closely with Clinical Affairs Team and assist as required in day-to-day administrative tasks.
- Attend main departments Meetings and compile minutes of meeting as required.

- Assist with data analysis and compile information for Board meetings, Management meetings.

#### 4. Doctors' Engagement & Recognition Strategy

- Coordinate the "Doctors' Winning Strategy" initiatives to build pride and belonging among medical staff.

#### 5. Manage and track the implementation of:

- Doctors' Connect (networking and engagement forums)
- Doctors' Privilege Card programme.
- Doctors' Connect (networking and engagement forums).
- Doctors' Excellence Awards and Doctors of the Month board.
- Specialty of the Month board.
- Annual Doctors' Event Calendar (CMEs, Gala, Scientific Day, Socials).
- Doctors' Research Journal and support for research dissemination.
- Ensure consistent communication and visibility of recognition programmes across C-Care.

### KEY PERFORMANCE INDICATORS

- Lead Doctors' Contract Management and maintain up-to-date doctors' register.
- Support with various Happy Doctors Initiatives.
- Assist with CME planning and execution.
- Attend Doctors Relations Meeting and draft minutes of meeting to share with all attendees.
- Assist with data analysis and contribute to slides for internal meetings.
- At least one Doctors' Excellence Award cycle and consistent monthly recognition boards.
- Published Doctors' Research Journal or equivalent platform for clinical thought leadership.
- Successful roll-out and uptake of Doctors' Winning Strategy programmes (measured by participation, feedback, and visibility).

### Key Skills and Competencies

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|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b><br><i>Formal education required for competence in the job</i> | <ul style="list-style-type: none"> <li>• Must have a degree in any healthcare or Business studies degree (Mandatory)</li> <li>• Any human resource management training or qualification human resource management (preferred).</li> </ul> |
| <b>Experience</b>                                                                   | <ul style="list-style-type: none"> <li>• At least 2 years working experience in general administrative tasks or human resource management.</li> </ul>                                                                                     |
| <b>Behavioural Competencies</b>                                                     | <ul style="list-style-type: none"> <li>• Good organizational skills, ability to work independently and within a team, effective communication skills, collaborative.</li> </ul>                                                           |

*Please note that your Job / Service Objectives is not an exhaustive list of tasks and duties, but serves as a guideline for daily duties, which may evolve from time to time according to the business requirements.*

### Document Details



Head Of Human Resources

**Job  
Identifier  
Original  
Date**

**Process  
Owner  
Revision Date**