

Medical Director

An ambitious strategic and leading position focused on the advancement of the organization into the leading medical institution of the Eastern Caribbean Region.

Company profile

The St. Maarten Medical Center (SMMC) is a non-profit organization which manages and carries out the hospital functions serving the health needs of the Dutch Windward Islands in the Caribbean. The facility has 76 inpatient beds. Approximately 210 employees and 18 attending specialists affiliated with the organization are building a solid foundation to ensure continuity in quality hospital care for the Windward Islands, based on structural care processes and a transparent financial administration. Main goals are raising the bar in regional healthcare and becoming a leading medical institution in the Eastern Caribbean Region with a continuous focus on the pillars that St. Maarten Medical Center stands for: providing safe, quality healthcare to the satisfaction of our patients and employees.

Organization structure

The St. Maarten Medical Center is an autonomous non-governmental organization that is supervised by a government-approved Board of Directors. The daily management lies in the hands of the Board of Directors, who are in turn assisted by the Management Team. The majority of the medical specialists are not in service of the SMMC, but many maintain their private practices on the premises of the medical institution. The SMMC boasts a diverse nursing staff, recruited locally and internationally to serve the multicultural and multi-lingual needs of the community.

Position and purpose of the role

The Medical Director is responsible for the strategic, tactical and operational management of the organization from a medical perspective, in order to ensure the organizations' position. The Medical Director is a member of the Board of Directors and reports as such to the Supervisory Council. Reporting to the position are the members of the Management Team.

Key areas and main activities

1. Strategy and policy establishment

Is capable to translate the organizations' vision and in- en external developments and influences into an integral strategic business plan. Is thereby able to establish and implement strategic medical policies .

- Initiates and develops processes concerning decision preparation, decision making and implementation.
- Prepares and develops integral strategic business plans, monitors the implementation and execution of strategic policy on the assigned management areas in the organization and proposes improvements;
- Establishes, as a member of the Board of Directors, a (long term) budget for the organization and is responsible for the budgets regarding the assigned management areas.
- Initiates, coordinates and evaluates projects and manages change processes in the assigned areas of management responsibility.
- Seeks partnerships and analyses market needs, share, opportunities and risks.

2. Leadership

Is responsible for a qualitative and quantitative complement of medical staff and the coaching of Management Team members from medical and care departments. This requires an inspirational and coaching leadership style and the ability to encourage, motivate and correct.

- Is responsible for optimal quantitative and qualitative staffing within the medical and care departments.

- Ensures an adequate communication structure, keeps relevant stakeholders informed about (strategic) organizational matters regarding the assigned main management areas.
- Sets goals and objectives that are in accordance with the strategic business plan for members of the Management Team from medical and care departments and coaches them.
- Is responsible for correct handling of complex and/or politically sensitive complaints regarding patient care.

3. Quality control

Is responsible for the quality of care provided in the Sint Maarten Medical Center and for ensuring that all medical care and – processes are executed according to (international) quality standards, agreed production, and budget.

- Monitors the execution of medical policies and quality control throughout the organization, signals bottlenecks and intervenes timely and appropriately to ensure that the quality of patient care is in accordance with policy and the vision of the Sint Maarten Medical Center Foundation.
- Monitors labor conditions for employees in medical and care departments.
- Ensures warranting of patient rights at the highest possible level and takes necessary measures.

Specific areas of responsibility

The Board of Directors is jointly responsible for the tasks as prescribed in the Landsverordening Zorginstellingen and the Statutes of the Sint Maarten Medical Foundation. The specific areas of responsibility of the Medical Director are:

- Medical administration and patient registration
- Medical records
- Quality control on medical departments
- Patient admission and release policy
- Patient care
- Provision of medication
- Warranting patient rights

Personal profile and qualifications

The job requires a Doctor of Medicine and registration as a medical specialist, supplemented with wide experience in a managerial position in a complex health care institution. Knowledge and understanding of the Netherlands Antillean –and Sint Maarten in particular- cultural and political context is needed to make sound decisions. Knowledge of legislation and (medical) regulations with regard to the health care is required, as well as knowledge of and experience in budgeting and strategic policy making. A clear vision on the developments in the field of healthcare is needed to advise the Board of Directors and the Supervisory Council. Knowledge of the Dutch and English language is needed, for example to read and understand legislation documents. Comprehension of one or more other languages (e.g. French, Papiamentu,) is an asset.

Competencies

- Analytical skills: signals and analyzes a broad range of developments, opportunities and threats that could affect or benefit the organization or departments, uncovers trends and issues, and translates this information into improvement and policy proposals.
- Political and organizational sensitivity: identifies and considers internal and external relations and interests in the decision making process, anticipates on conflicting interests and involves relevant stakeholders.
- Communication skills: adjusts style of communication to accommodate a situation or an audience. Is able to persuade, cope with conflicting interests and resistance and operate in external networks at a high level regarding negotiations and complex deliberation in a tactful manner.
- Coaching leadership style: provides effective coaching and encourages the Management Team to come forward with ideas and feedback and to coach their team(s) likewise.



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- Ethical reasoning: takes ethical and moral values into account when making decisions and respects patients' right to self-determination.

Conditions of employment

We offer a fulltime ambitious leading position in a professional, expanding and continuously developing organization and an opportunity to contribute to the advancement of the Sint Maarten Medical Center into a stable and leading medical institution. The maximum initial term of this appointment is five years, with an option to extend after evaluation.