

Manager Operations

We are seeking a dedicated professional to step into the role of Manager of Operations at SEHCF. In this position, you will lead our operations team and play a crucial role in overseeing the daily operations of our healthcare facility.

This position requires a strategic thinker with strong leadership skills, a keen eye for detail, and the ability to manage multiple priorities. The ideal candidate will have a proven track record of operational excellence in the healthcare sector. Your leadership will be important in guiding the various departments under your charge to ensure smooth operational processes. The work of your departments will ensure that our healthcare professionals have a work environment wherein they can deliver good service with the highest quality of patient care.

You will lead various departments such as cleaning, kitchen, technical service and facility. Working closely with other management team members is vital to achieving our strategic goals. In this role, you contribute to the overall success of the healthcare facility by providing a good and safe environment of care that aids in treatment outcomes as well as patient satisfaction.

You will be responsible for:

- Leading and mentoring the operational departments, fostering a culture of accountability and continuous improvement.
- Overseeing the maintenance and improvement of healthcare facilities and medical instruments, ensuring a safe and efficient environment for patients and staff, and focusing on the development of new health care facility.
- Improving operational processes such as patient registration and consultation, home care services, admission, and administrative processes in close cooperation with the Manager Care and the Medical Manager.
- Planning, managing, and staying within the investment budget, ensuring effective project management and realizing plans as budgeted.
- Continuously evaluating work processes and implementing necessary corrective actions through operational policies and procedures.
- Providing strategic guidance and recommendations to management for continuous operational development, ensuring alignment with organizational objectives and the annual plan.

Who are we looking for?

- A minimum of an HBO bachelor's degree in health care management.
- Experience supervising more than 15 staff members.
- Minimum of 5 years of relevant experience in a senior operational position within a medical center/ hospital setup.
- Evidence of relevant budget and financial management experience.
- Strong managerial and team-leading skills, with the ability to stimulate and lead through coaching and guidance.
- Exceptional interpersonal skills and cultural sensitivity.
- Analytical skills and the ability to utilize data for decision-making.

- Fluency in both English and Dutch languages.
- Residency on St. Eustatius or willingness to relocate to St. Eustatius.

About St. Eustatius Health Care Foundation

The St. Eustatius Health Care Foundation (SEHCF) manages the island's premier and only medical facility. Our dedicated team of 65 professionals includes nurses, doctors, supporting administrative staff, a midwife, a physiotherapist, a gynecologist, and specialized Practice Nurses for chronic care, ensuring comprehensive primary care services for our community.

At SEHCF, our commitment to excellence is reflected in our diverse range of healthcare services. From outpatient services featuring general practitioner care and visiting specialists to community (home) care, emergency response, inpatient care, physiotherapy, and advanced diagnostic services in our laboratory and X-Ray departments. In short, we deliver primary care+. We work hard every day to be a good primary care + medical center, continually enhancing the quality of care for the local population.

We work closely with various stakeholders in our daily operations. For elective specialist care and emergency referrals we maintain strong partnerships with medical centers in St. Maarten and hospitals in Bonaire and Curaçao. Additionally, we work closely with key stakeholders, including the Ministry of Health, Welfare, and Sport and local public health organizations like GGD and GGZ.

What we offer

- A full-time position of 40 hours p/w
- Based on full-time employment, this position is classified according to the FWG system 3.0 and is scaled at level 60. The monthly gross salary starting from USD 4,055 to 5,604 (depending on experience).
- A competitive benefits package in line with our Collective Labor Agreement.
- Participation in the Dutch Caribbean Pension plan and the Zorgverzekering BES health insurance plan.

Interested?

We invite you to submit your resume with a cover letter, copies of your diplomas and certificates, and two references to SEHCF to Mr. Philip van Woerkom, Chairman of the Board of Directors, via email: hr@sehcf.org. Mr. Philip van Woerkom can also be contacted for questions via tell: +599 319-7279.

Closing date: January 3, 2025

