

Search profile

Manager Care



ST. EUSTATIUS
HEALTH CARE FOUNDATION

1. Introduction

Established in 2011, St. Eustatius Health Care Foundation (hereafter SEHCF) has become a prominent healthcare provider dedicated to the health and well-being of the people of St. Eustatius. SEHCF is responsible for the day-to-day operations of Queen Beatrix Medical Center, the island's only medical center. As an essential player in the health care system on St. Eustatius, the institution is committed daily to excellence in medical services and improving health care outcomes. SEHCF offers various healthcare services, such as family medicine, community care, urgent care, cardiology, dermatology, physical therapy, and dietetics. In addition, SEHCF works with partners and stakeholders to promote a healthy and resilient future for St. Eustatius. Funding for SEHCF's activities is obtained mainly through healthcare insurance.

Mission

The mission of the St. Eustatius Health Care Foundation is to provide a high-quality standard of health care to the entire population of St. Eustatius including her visitors. Health care that is based on a patient-centered approach, professionalism, and empathy. Health care that is provided in a supportive, caring environment and is affordable and accessible to all.

Vision

The vision, goal and motivation are to continue improving the level of primary and supportive care provided, along with the quality of the services delivered. The aim is to become a leading medical center in the region and continually use the existing network to ensure continuous education and training therefore complying with the local and national health care standards.

Developments

St. Eustatius has a population of about 3,500 and is well visited by tourists. In the coming years, SEHCF is focusing on the construction and realization of a new integrated medical center, which will strengthen and optimize the renewed approach and strategy of healthcare delivery. Work is currently underway to develop the medical center into a first-class, high-quality primary care medical center.

In addition to expanding the infrastructure, there are plans to broaden the range of medical specialties by including at least gynecology and ophthalmology. The goal is to transform SEHCF into the leading medical institute for the island and a leading partner in the region. Offering telemedicine forms part of this goal.

2. Organization

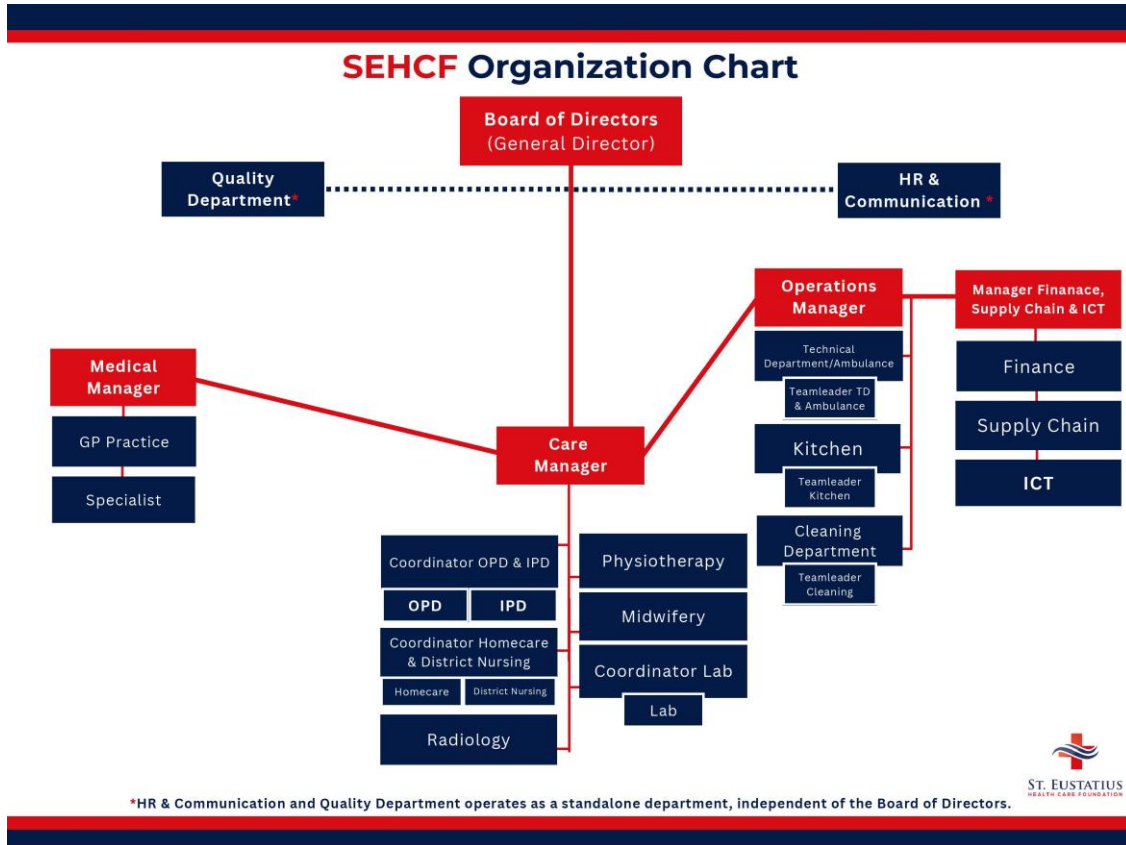
SEHCF employs a governance model with an Executive Director and a five-member Supervisory Board. They work closely together to ensure that SEHCF meets the highest standards of quality and integrity. The Executive Director is accountable to the Supervisory Board and provides leadership to the foundation. In collaboration with the Management Team (MT), the Executive Director bears responsibility for achieving the strategic, financial, and day-to-day goals of St. Eustatius Health Care Foundation.

The MT consists of the Medical Manager, Care Manager, Finance Manager, and the Facility Manager. The Executive Director meets, on average, once every two weeks with the MT and once a month with the Supervisory Board.

The organization has a workforce of over 85 employees, including 4 physicians, an obstetrician and visiting specialists. Together they provide care in the areas of family medicine, homecare and district nursing care, emergency care, physical therapy, among others.

For more information about the organization, please also see the [SEHCF website](#).

Organizational Chart



3. Manager Care

The position

The primary responsibility of this role is to ensure the continuity and quality of patient care delivered by the St. Eustatius Health Care Foundation (SEHCF). The focus is on guaranteeing that all patients and clients receive optimal care in line with international guidelines and the service standards established by SEHCF. This position reports directly to the Chairman of the Board of Directors and is a key member of the Management Team. The role oversees a multidisciplinary team, including nursing staff, laboratory personnel, X-ray staff, midwife, practice nurse (POH), physiotherapist, and the coordinators of various care departments. These departments include the Inpatient Department (IPD & Acute Care), Outpatient Department (OPD), Homecare and District Nursing, and Diagnostics. In total, the position holds managerial responsibility for approximately 40 to 45 staff members.

Contacts

Internal: Board of Directors, management team (MT), staff

External: Clients and Patients, family/visitors, medical specialists, pharmacy, paramedics, suppliers, service providers, education organizations and trainers, inspection health- and youth care (IGJ), emergency services and other healthcare related entities.

Key areas

- Leadership and team development
- Care activities
- Strategic policy development
- Quality management
- Project management.

Major activities

- Leadership and team development: manage staffing, HR policies, team performance, training and budget control.
- Care activities: oversee patient care, clinic operations, referrals, emergencies, and disaster coordination.
- Strategic policy development: advise on strategy, develop and implement policies, and align departmental plans with organizational goals.
- Quality management: ensure care quality, manage protocols, drive continuous improvement, and foster external collaboration.

Profile

As Manager Care, you are not only a compassionate and grounded leader, but also a strategic thinker who connects the bigger picture to daily practice. You level easily with all team members, building trust through visibility, authenticity, and clear communication. By empowering others, recognizing strengths, and fostering ownership, you create momentum for change and improvement. You bring people along by translating vision into practical steps, aligning diverse teams around shared goals, and ensuring every voice is heard in shaping better care. Your excellent interpersonal and coaching skills empower your team to grow, collaborate effectively, and take ownership of their roles. You foster a positive and professional working environment where continuous learning, accountability, and innovation are integral. You lead quality improvements, streamline processes, and remove obstacles, always with a clear focus on high standards of care delivery in line with organizational and medical guidelines.

Strategic yet pragmatic, you translate long-term organizational goals into effective, results-driven actions. You foster strong collaboration within your teams and with external partners to enhance organizational performance and resilience. In short, you are a reliable and inspiring leader who ensures operational excellence through clear vision, adaptability, and a strong commitment to people, processes, and quality outcomes.

Knowledge and experience

The job requires a degree at HBO level or equivalent, complemented with wide relevant experience. Management training at post-HBO level, leadership skills and experience with coaching and management is necessary. Knowledge of policies, processes and procedures is required to ensure the continuity of work processes and to implement changes or improvements. Developments in the field of care, management and the applications of new techniques and observations are followed. Knowledge must be kept up to date. Knowledge of the English language is required. Dutch and Spanish are an asset. Familiarity with the different cultures on the island and understanding of economy of scale is important.

- Operates within hospital policies, requiring strong organizational, analytical, and problem-solving skills to manage departments, staff, and budgets.
- Takes initiative to improve patient care, implement policies, drive process changes, and report to the Board of Directors.
- Leads and develops teams with effective interpersonal, coaching, and conflict management skills; liaises with external healthcare partners using strong negotiation abilities.
- Demonstrates empathy, tact, and a service-oriented mindset, especially in emergency care situations.
- Holds full responsibility for departmental operations, budgets, personnel, and ensuring the quality and continuity of care.
- Contributes to strategic, tactical, and operational policy development, influencing medical and organizational processes.
- Communicates effectively in English (verbal and written); Dutch and Spanish are advantageous for patient, staff, and external relations.
- Maintains focus and resilience under pressure, manages confidential information with integrity, and works methodically in dynamic environments.
- Handles psychological demands due to high-pressure situations, emotional patient interactions, and balancing conflicting interests while being accountable for departmental outcomes.

Competences

- Change management
- Motivating leadership
- Anticipate
- Decisiveness
- Integrity
- Organization sensitivity
- Vision

[Click here](#) for the full job description of this position.

4. Appointment and remuneration

A challenging permanent position offering a competitive salary classified within FWG scale 65, with a maximum gross monthly salary of USD 4,907.00 - USD 7,247.00. The remuneration package includes attractive fringe benefits such as 8.33% vacation pay, pension, a generous number of vacation days, and an accommodation allowance for the first two months. Additionally, transportation and airfare costs for the candidate and accompanying family members relocating to St. Eustatius will be reimbursed. For employment up to one year, a choice between an allowance of up to USD 3,000.00 for shipping content/home furnishing or a one-time payment of USD 2,000.00. Final salary placement will be determined based on the candidate's knowledge and experience, in accordance with applicable healthcare regulations.

5. Procedure

- ◇ SEHCF requested bureau crmLINK to assist in the recruitment process up to the presentation of suitable candidates. From that point, the organization's selection committee will proceed with the process. Mrs. Carla Aalse serves as the executive consultant on behalf of crmLINK for this assignment.
- ◇ During the pre-selection by the consultants of crmLINK, candidates who meet the job requirements and fit the profile are invited for an interview. Based on this round, a shortlist of the most suitable candidates will be compiled by crmLINK.
- ◇ After the presentation of the shortlist to SEHCF, selected candidates will have an interview with the selection committee.

6. Application

If this position appeals to you and you meet the requirements in this profile, we cordially invite you to express your interest **no later than Sunday May 18, 2025** by sending a written application with motivation and a recent resume (please submit both in English), **exclusively** via the online form on www.crmlink.nl/manager-care-sehcf.

For additional information/questions, please contact:

Consultant : Drs. Carla Aalse
Mobile/WhatsApp : +31 6 5258 4679
E-mail : carla@crmlink.nl