



**TOBAGO REGIONAL HEALTH AUTHORITY
HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION**

Job Title	Service Co-ordinator
Department	Office of the Chief Executive Officer
Reports to	Chief Executive Officer (or designate)
Head of Department	Chief Executive Officer
Jobs Supervised	Supervisors support staff

JOB SUMMARY

The Service Coordinator is responsible for managing, coordinating, and enhancing the delivery of services within the assigned department. The Service Coordinator will work collaboratively with clinical, technical, and administrative teams to improve workflows, monitor key performance indicators, and promote quality, efficiency, and customer satisfaction.

This position is designed to be flexible and responsive to organisational needs, allowing the incumbent to be deployed to any department requiring operational oversight, performance improvement, or coordination support.

PRIMARY DUTES & RESPONSIBILITIES

- Coordinate support services to enhance departmental operations or service area.
- Prepare operational, statistical, and informational reports as required.
- Contribute to the preparation and monitoring of departmental budget proposals.
- Contribute to the development and implementation of departmental work plans, service improvement initiatives, and quality management activities
- Assess service needs and recommend improvements within the assigned unit or department.
- Serve as a liaison among clinical, technical, and administrative units to enhance interdepartmental coordination and communication
- Liaises with Medical Chief of Staff, Medical Heads of Departments, General Managers, Senior Technical Heads and Nurse Managers on new services and customer satisfaction
- Monitors the implementation of departmental plans, policies and procedures related to service delivery.
- Assess departmental service needs and coordinate interventions to improve patient experience, workflow efficiency, and service availability
- Evaluates departmental performance using established service delivery and quality metrics.
- Maintain effective communication channels within and between departments to ensure continuity of service and timely escalation of issues.
- Collects and analyzes data in order to generate statistical and operational report.
- Prepares monthly and annual performance reports

- Coordinates inventory requirements (furniture, equipment and supplies) relevant to output levels from the specified departments.
- Investigate and respond to customer complaints, ensuring timely resolution and reporting to the Quality Manager.
- Collaborates with the Quality Coordinator with respect to the maintenance of approved systems, standards, specifications and procedures for all operations.
- Participate in multidisciplinary improvement initiatives, audits, and service development projects.
- Adheres to protocols, guidelines, policies and procedures relevant to Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, MoH/DHWSP, Registering Board/Association and the TRHA
- Performs other related duties as required by the specific and job functions.

QUALIFICATIONS & EXPERIENCE

- Bachelor's Degree in Social Sciences; Management, Healthcare Administration, or a related discipline
- Master's Degree in Social Sciences; Management or Healthcare Administration is an asset.
- A minimum of three (3) to five (5) years' progressive experience in a management capacity, with at least three (3) years at the middle or senior management level.
- Any equivalent combination of qualifications, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong theoretical and practical knowledge of organizational and service management principles.
- Demonstrated understanding of institutional, regulatory, and policy frameworks in healthcare settings.
- Excellent interpersonal, written, and verbal communication skills.
- Strong analytical, diagnostic, and negotiation skills.
- Proven ability to lead cross-functional teams and drive performance improvement initiatives.
- Proficient in the Microsoft Office Suite.
- Proficient in reviewing process flows and Business Process Re-Engineering.

SPECIAL REQUIRMENTS

- Willing to work overtime, public holidays and weekends as requested by the Head of Department
- The incumbent will be required to accept additional responsibility in the event of an emergency or disaster