



Job Description/Profile	Psychiatrist Medical Director
Name:	FTE 1

1. Function description:

The function is to be described as; '**Medical Director Mental Health Foundation**'. The foundation is registered as; 'Stichting voor de promotie en begeleiding van de geestelijke gezondheidszorg op St. Maarten'.

The foundations mission statement is, to make available quality psychiatric care, based on agreed budgets and tariffs, by providing guidance and therapy to individuals and groups. The foundation hopes to prevent acute and unsafe situations for patients and families by recommending alternative lifestyles to individuals and families and monitoring their progress.

The foundations vision is, to maintain a professional and integral approach, broadly supported by the population and guaranteeing continuity of mental health care. All possible will be done to achieve the mission of the foundation by proposing innovations and participating in the planning and the execution of the innovations.

Function description (Target):

- II. Medical Director and the Financial & Operations Director are members of the management team, and the Medical Director is also a member of the multi-disciplinary team of the Mental Health Foundation.
- III. The Medical Director is responsible for the clinical direction of the care in collaboration with the clinical team and the Financial & Operations Director. The Medical Director implements and supervises an effective process improvement programs and serves as a liaison between Medical staff and the Financial and Support teams.
- IV. To provide professional diagnosis and treatment to the patients and clients (as well as in crisis situations) of the Mental Health Foundation with the objective to enhance mental health care for the patients and clients within the frameworks set by the board of the Mental Health Foundation, with the objective to provide quality services to Mental Health Foundation's internal and external clients.
- V. The Medical Director ensures that all medical staff understands the hierarchy of the organization.



2. Function objectives

This function is responsible for the development and implementation of the Medical policy of the Mental Health Foundation. The function also contributes to the organizational policies. The function manages the patient care, planning and registration. Supports the Board and Management Team of the Foundation and oversees the planning and control cycle. These objectives are achieved in close cooperation with the Financial and Operations Director

- 2.1. Establishes organizational goals and strategies, particularly with regards to health services and patient groups and, advises with regards to the development of the strategic vision for a multi annual policy plan for psychiatric care in the Universal changing environment and on St. Maarten.
- 2.2. Within the strategic policy framework established by the Board, implements the organizational policies.
- 2.3. An essential part of this function is achieved by planning, with the Financial and Operations Director and the Management Team of the foundations departments. This includes organizing and evaluating the departments services with the objective of maintaining: Quality, Productivity, and Compliance.
- 2.4. Analyzes medical departments, treatments and business operations to evaluate performance, develops and implements procedural or policy changes for improvement of operations and (health care) systems.
- 2.5. Coordinates change and improvement processes. Plans and organizes medical activities, assigns tasks to staff and delegates responsibilities
- 2.6. Reports directly to the Board of the Foundation. Preferably in collaboration with the Financial and Operations Director.
- 2.7. Is responsible to provide support to the Board, the Financial and Operations Director and the Management Team, supervises and guides the staff and supports them where necessary.
- 2.8. Is responsible for effective, efficient and transparent patient care management within the parameters of the Foundation's budgets.
- 2.9. Supports internal and external discussions regarding cooperation and actively supports collaboration's, internal as well as external.
- 2.10. Represents the foundation national and international and promotes the care products of the MHF to the stakeholders.
- 2.11. Maintains contacts and evaluates contracts and with stakeholders (formally and informally)
- 2.12. Is responsible for the review of PR and marketing activities (information & prevention)
- 2.13. Takes corrective action if the situation requires it
- 2.14. Bears the medical responsibility for the organization, within the established strategic framework and in accordance with the articles of incorporation.

3. Function title

Medical Director

4. Qualifications

Medical professional with management specialization and experienced in working in the field of psychiatry in a social environment.

5. Position in the organization

The medical director is supervised by the Board of the Mental Health Foundation.

Works in close cooperation with the Financial and Operations director and with consideration for its responsibilities.

6. Work hours

This function description is based on a 40-hour labor agreement per week and availability for acute and emergency care patients in the clinic, at the police station and in the community during clinic hours and after-hours as agreed in the labor agreement.

Clinic hours are from 8.00 AM to 5.00 PM.

7. Capabilities.

- 7.1. Extensive experience in capacity and activity planning.
- 7.2. Project management experience, with evidence of delivering results.
- 7.3. Experience in advising and supporting the redesigning services.
- 7.4. Solid understanding of change management techniques and their application.
- 7.5. Able to understand and effectively make use of the benefit of a multidisciplinary approach.
- 7.6. Business Management experience and leadership qualities.
- 7.7. Experience in annual / long-term planning and forecasting.
- 7.8. The ability to demonstrate experience with service improvement and development in line with local legislations, national regulations and guidelines.
- 7.9. Must have proven experience of managing multiple budgets and delivering services within the budget including cost improvement plans.
- 7.10. Must have proven experience of delivering improvement in productivity and performance including quality indicators.
- 7.11. Must be experienced at managing highly complex staffing issues including performance management.
- 7.12. Must have experience in working with complex data and providing information to the Board, the Ministry of VSA and SZV (Social Insurances) Management.

8. Job Summary

Responsibilities by function

The Medical Director contributes to the strategic policy planning of the organization, including multi-annual planning. The Medical Director implements clinical care and all of the involved policies within the strategic framework of the Mental Health Foundation, defining objectives, outcomes, resources and schedules for activities and projects.

Guarantees adequate treatments and guidance of patients/clients, individuals or groups, with consideration for their wishes, possibilities and restrictions, in support of obtaining cure or as much as possible an independent lifestyle for the patients/clients.

8.1. Patient care management

Core activities:

- 8.1.1. Insuring the (multi-disciplinary) development and evaluation of treatment, care planning and indicating the diagnosis. And if so, required the modifications of the care plan.
- 8.1.2. Establishes that the psychiatric assessments and the diagnosis, confirms individual treatment plans and the adequate prescribing of medication.
- 8.1.3. Confirms and or discusses the treatment plans with the patients with consideration for the wishes of the patients. If so, required the treatment plan is discussed with the family of the patient.
- 8.1.4. Confirms and Indicates somatic problems, examines the patient, and always refers it to the patient's general practitioner or a specialist if so required or diagnosed. Maintains adequate correspondence or discussions with general practitioners and specialists.

- 8.1.5. Confirms and/or executes the individual treatment, sees to the evaluation of treatments and the reporting of findings, in the multi-disciplinary team and with the patient and or family.
- 8.1.6. Judges acute support requests on the necessity for crisis intervention, the options for intermediation or referral.
- 8.1.7. Plays an active role in the team and fosters a good team spirit, supports monthly and quarterly reporting.
- 8.1.8. Is responsible for quality care and provides follow up when necessary.
- 8.1.9. To guide medical assistants/students, by training them and contributing to their education program.
- 8.1.10. Advises on purchases of medical equipment and medication in accordance with the budget and in agreement with the Financial and Operational Director.
- 8.1.11. Annually prepares the Social Year Reports including production

9.1. Organization effectiveness, Policy development and planning

Is a shared responsibility of the Medical Director Financial and the and Operations Director

Core activities:

- 9.1.1. Ensures optimal use of the EPD (Electronic Patient Dossier). Advises the Financial and Operations Director, Management Team and Staff regarding the use of automated systems.
- 9.1.2. Recommends the functionality of the EPD system and prepares advice relating to expanding and innovation.
- 9.1.3. Insures adequate registration regarding the AVBZ, SZV and other insurances
- 9.1.4. Supports the increase of effectiveness and efficiency of Support Services through improvements to each function (HR, IT, Finance) as well as coordination and communication between departments.
- 9.1.5. Effectively manages data/information to ensure targets are met.
- 9.1.6. Supports initiatives of the teams that contribute to long-term operational excellence.
- 9.1.7. Supports matters related to any and all fundraising, its structure and growth proposed by staff and others.
- 9.1.8. Creates a culture in which innovative ideas can flourish and provides vision and inspiration to enable staff to deliver services effectively.
- 9.1.9. Acts as a role model within the organization, leads and manages the non-medical Departments of the Foundation
- 9.1.10. Communicates effectively with staff in all services on a regular basis, ensuring good communication developing and implementing service plans.

10.1. Organizational Leadership

Core activities:

- 10.1.1. Contributes to short and long-term organizational planning and strategy of the foundation.
- 10.1.2. The Medical Director MHF will be required to take the lead and extensively plan activity across the Care Teams to ensure that all resources are used effectively. This will involve communicating and managing complex information and situations.
- 10.1.3. The Medical Director is required to work closely with the organization's Board, Financial and Operations Director and Management Team and Staff and form an effective team that is committed to providing high quality services.
- 10.1.3. Acts in a proactive and flexible manner, and actively pursues ideas that improve the organizations Medical Care with the objective of providing Quality care services.

11.1. Quality care

Core activities:

- 11.1.1 Together with the Financial & Operational Director is responsible for ensuring that the organization delivers safe and effective medical care, which at times will require regular interaction with medical staff.
- 11.1.2 The Medical Director must ensure that there are processes in place to support safe and effective medical care and take corrective action when necessary.
- 11.1.3. The Medical Director is required to improve of the quality of care provided to patients as part of the service improvement role, liaising closely with medical staff and support services.
- 11.1.4. Identifies developments, theoretical principles and contributes to concrete changes in methods within the financing of psychiatric care services.
- 11.1.5. Initiates the development and implementation of a range of preventive and curative programs for relevant target groups that are budgeted or funded by other sources.
- 11.1.6. Communicates to all with regards to information of any development within the foundation and gives informative lectures on behalf of the foundation.
- 11.1.7. Takes actions to prevent situations where damage can be caused to health and/or welfare to all concerned and advises by the Financial & Operational Director.
- 11.1.8. Responsible for writing and updating of all care protocols, policies and procedures within the set timeframes.
- 11.1.9. Is responsible for development of involuntary care treatment protocols and monitoring compliance of the protocol.
- 11.1.10. Judges the need for and if so, required submits a KZ (involuntary care) or court order for a restraining treatment.
- 11.1.11. Facilitates psychiatric reporting that are subject to agreements.
- 11.1.12. Ensures all complaints and medical incidents are investigated thoroughly and responded to within the agreed timeframe. Confirms that the appropriate actions are taken and the lessons learnt are shared with the relevant individuals.
- 11.1.13. Ensures that within the provided services there is continuous quality improvement and ensures that management systems are in place for risk identification and management, e.g., incident management, financial and clinical audits.
- 11.1.14 Provides supervision of clinical scheduled, on-call shifts and leave requests for medical staff in collaboration with human resources.
- 11.1.15. Is responsible for the in-house medication and prescriptions, monitors supplies.
- 11.1.16. Contributes to scientific research.

12.1. Personnel management

Core Activities:

- 12.1.1. Is responsible for optimal staffing in accordance with the department budgets; controls the input and output process of employees as advised by Human Resources Manager (HR)
- 12.1.2. Controls and confirms that sickness, holidays and days off, set schedules according to established guidelines are in accordance with the controlled monthly timesheets of employees.
- 12.1.3. Confirms adequate implementation of personnel evaluation is being conducted and conducts these for Administration Staff and Coordinators in the Non-Medical sections.
- 12.1.4. Reviews final performance management documents of staff with HR Manager after completion by Coordinators and for Administration .
- 12.1.5. Recommends in relation to disciplinary measures or termination of medical staff members for due cause, using appropriate review and appeals mechanism.
- 12.1.6. Ensures that there is an annual development/training plan developed for the organization in accordance with the budget.
- 12.1.7. Ensures that the department coordinators comply with mandatory training requirements for all staff.
- 12.1.8. Conducts performance reviews and assesses administrative staff
- 12.1.9. Guides and coaches' administration employees
- 12.1.10. Confirms the implementation of the absenteeism policy with HR
- 12.1.11. Enhances an optimal team atmosphere within the Administration.
- 12.1.12. Oversees the introduction and training of new employees is being done according to the foundation's guidelines within the Administration Department.
- 12.1.13. Facilitates an effective internal communication, both within the department and between the department and other departments of the mental health foundation.
- 12.1.14. Ensures that all medical and care staff understands the hierarchy, avenues of responsibility and communication of the organization.

13. Legislation and regulations

- 13.1. Adequately implements health care legislation.

14. Professional development

- 14.1 Establishes and takes responsibility for his/her own professional development needs by creating a personal development plan (pop), in consultation with the Board and the Financial and Operational Director which includes realistic goals and proposals.
- 14.2. Foresees in his/her own professional development plan.
- 14.3. Links training, knowledge and experience to practical implementation and shares newly acquired information with colleagues
- 14.4. Participates in department consultations, supervision.

15. Function requirements

15.1. Personal qualities

- Leadership skills.
- Ability to work within a team.
- Flexible and positive attitude.
- Excellent communication skills.
- Strong personal drive and a commitment to achieving results.
- The ability to meet deadlines.
- Shows initiative to create new processes and procedures that relates to the objectives and goals of the Foundation.
- Is able to work under pressure.
- The function requires extensive influencing and negotiating skills.
- Is confident of the decisions made and the ability to correct mistakes.
- Able to communicate a clear vision and strategic direction and ability to motivate staff.
- Positive and can-do attitude towards Management and Staff.

15.2. Specific skills

- Responds proactively and speedily to situations where a troubleshooting approach may be needed across any department.
- Must be able to deliver results/evolving services around staff and for patients.
- Must demonstrate a high level of interpersonal communication skills.
- Must demonstrate strong influencing and negotiating skills.
- Must have a strong performance management work ethic.
- The Medical Director will need to demonstrate strong and well-developed planning skills and have the capability to, not only in relation to the care products but organization wide, and work with other (new) care products to ensure that capacity issues are addressed strategically.
- The Medical Director MHF will be expected to demonstrate a high degree of analysis and judgment
- The Medical Director MHF will be expected to demonstrate sufficient IT skills. And should be proficient in the use of Patient data programs, Quick Books, Word, Excel, PowerPoint and other database programs.
- The Financial & Operational Director MHF will be required to work with minimal supervision and will therefore need to demonstrate he or she can interpret overall health service policy and strategy, in order to establish goals and standards that are relevant to the organization and the different departments.
- The function requires excellent writing skills in order to adequately report and write letters, both internally and externally addressed.
- Verbal as well as written skills in English, and Dutch is necessary.

16. Arrangement in absence

- 16.1. In case of absence the Financial & Operational Director MHF is responsible for ensuring delegation of responsibilities to a colleague, to the board and management team ensuring the continuity of care and supervision of the above-mentioned tasks/core activities during absence.
- 16.2. Reports absence to the Management Team and requests leaves approved by the Board and the Financial & Operational Director.



17. Risks, responsibilities and influence

- 17.1. In relation to the function, it can be necessary to make decisions that influence the image of the total organization. It concerns possible consequences of decisions and actions that relate to (psychiatric medical) treatment of patients
- 17.2. Is responsible for the, in this job description described result areas and competences in relation to the authorities and competencies of the Medical Director.

18. Function considerations

- 18.1. Mental pressure and physical harm could occur while treating patients in their environment.

Thus, agreed to and signed in duplicate on St. Maarten;

For The Mental Health Foundation,

The Employee,

....., President of the Board

....., Medical Director

Date:

Date:

....., Secretary of the board

Date: