

## Manager (Outpatient Services) Aga Khan University Hospital

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Company: Aga Khan University

Location: , , Pakistan

Category: other-general

The Aga Khan University Hospital is a not-for-profit healthcare institute that offers all medical services to their patients under one roof. In addition to the tertiary care hospital in Karachi, AKUH has a network of 4 secondary care hospitals, 30+ Medical Centres, and over 290+ Clinical Laboratories, 30+ Pharmacies in over 120+ cities across Pakistan. It also offers Home Healthcare Services and home deliveries of medicines. The Hospital provides Zakat for those patients who are eligible, and the health systems offers generous Patient Welfare to support those in financial need. In recognition of its high quality and patient safety, the AKUH is accredited by the Joint Commission International (JCI) as an Academic Medical Centre and its Clinical Laboratories are accredited by the College of American Pathologists (CAP) for fast and accurate testing. Responsibilities You will be responsible to: monitor and elevate service delivery quality within clinics to ensure exceptional patient care experiencedevelop and execute strategies to attain and surpass overall budgeted volume and revenue targets while expanding the patient base through effective marketing initiativesprepare comprehensive goals, operating budgets, capital equipment budgets, staffing budgets, and end-user changes budgets for assigned clinicsaddress patient needs promptly by reviewing satisfaction surveys and feedback, and implementing necessary improvementsprovide leadership and guidance to clinic teams, conduct regular performance evaluations, and foster a positive work environmentcultivate effective communication and collaboration among internal and external stakeholders, including physicians, nursing staff, administrative personnel, and referring physicianscontribute to the development and implementation of strategic plans, align clinic objectives with organizational goals, and

continuously review and update operational processesprepare and analyze in-depth reports on key performance indicators and utilization data insights, utilizing advanced modes or business intelligence tools to identify improvement opportunities, and present reports to relevant stakeholdersensure compliance with healthcare regulations and accreditation standards, supporting audit and survey coordination efforts.Requirements You should have: a Master's Degree preferably Business Administration, Healthcare Management or equivalent, preferably with quality-related certificationat least five years of management level experience in healthcare industry, preferably in an outpatient settingdeep understanding of healthcare operations, including clinic management, workflow optimization, and resource allocationability to effectively lead and motivate a diverse team of healthcare professionals, fostering a positive work environment and promoting collaboration and teamworkexcellent communication skills, particularly with command over English languageability to perform multiple functions effectively under work pressure and meet stringent deadlinesexcellent interpersonal and negotiation skills, with an ability to present complex ideas in simpler and meaningful formgood command over computer applications and data automation skills, involving Advanced Excel and other business intelligence tool.To ApplyYou should send your detailed CV by email to [human.resources@aku.edu](mailto:human.resources@aku.edu) and mark the position title in the subject line.Only shortlisted candidates will be contacted. Applications should be submitted latest by March 31, 2024

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