



MINISTRY OF HEALTH AND MEDICAL SERVICES
JOB DESCRIPTIONS RE-ADVERTISED WEF 20/02/2019

NOTE: THOSE WHO HAD ALREADY APPLY NEED NOT TO RE-APPLY

MOHMS 110/2019: SENIOR DIETICIANS

Role:	Senior Dietician
Salary Band	H Band
Salary Range:	\$34,760.31 - \$44,564.50
Location:	- Labasa Hospital - Northern Health Services Officer - CWM Hospital
Unit/Division:	Dietetics
Reports to:	Divisional Medical Officer/Medical Superintendent
Subordinates:	Dietician/Supervising Dietician

The Position

To manage and ensure the delivery of quality nutrition and dietetic services within the health facility.

Key Responsibilities/duties

1. Provide administrative, management and leadership role in the delivery of quality dietetics and nutrition service
2. Provide technical support and identifying changing needs and opportunities to improve nutrition services according to approved clinical practice guideline standards and protocols.
3. Provide training coaching, mentoring and continuous professional development to staff, and other health professionals
4. Ensure compliance to all relevant policies, protocols and guidelines and promote quality Improvements
5. Monitor and evaluate all nutrition programs and projects
6. Collaborate and communicate effectively with internal and external stakeholder and submission of reports
7. Actively contribute to Ministry requirements, including planning, budgeting and corporate activities.

Key Performance Indicators

1. Effective and efficient nutrition services delivered at divisional hospitals, within available resources
2. Timely management and regular monitoring and evaluation of clinical care practise in line with guidelines and protocols
3. On-going professional development and capacity building in the unit
4. Timely submission and dissemination of reports
5. Actively contribute to all corporate requirements and activities of the ministry when required

Selection Criteria

The Person Specifications

In addition to Bachelors in Dietetics & Nutrition or equivalent from a recognised University the following knowledge, experience, skills and abilities are required to successfully undertake this role

Knowledge and Experience

1. At least 6 years related work experience in a supervisory role.
2. Requisite clinical knowledge on procedures, guidelines, policies and protocols and high

level of competence in the delivery of dietetic and nutrition intervention and evidence based practise

3. Broad knowledge and understanding of national plans and policies and their linkages towards achieving national outcomes in Clinical Dietetics and Nutrition

Skills and Abilities

1. Demonstrated requisite clinical knowledge and high level of competence in the delivery of dietetic intervention and evidence based practise
2. Demonstrated ability to lead out and bring projects / initiatives to completion
3. Demonstrate flexibility and the ability to work effectively within changing healthcare environment
4. Demonstrate the ability to effectively evaluate information and make appropriate decision
5. Strong Organizational & Administrative Skills with ability to manage and work in a resource constrained environment.
6. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS 111/2019: SUPERVISING LABORATORY TECHNICIAN [3 POSTS]

Role	Supervising Laboratory Technician
Salary Band	Band H
Salary Range	\$34,760.31 - \$44,564.50
Location	CWM Hospital, Lautoka Hospital, Labasa Hospital
Unit/Division	Laboratory Superintendent
Reports To	Consultant Pathologist, Hospital Administration, FPBS Laboratory Logistic Coordinator
Subordinates:	TOHG, Technical Officer, Laboratory Assistant, Phlebotomist

The Position

Supervise the clinical and administrative Laboratory Services for quality service delivery that is aligned to the Fiji Health System and Ministry of Health & Medical Services objectives.

Key Responsibilities

The position will achieve its purpose through the following:

1. Actively manage, monitor and assess staff performance to enable laboratory service continuity and delivery of quality services.
2. Actively monitor for adequate reagent and consumable stock for use in the laboratory, operational equipment's and work amenities on daily basis.
3. Provide reports and statistics to Laboratory Superintendent according to the schedule and recommend changes when needed.
4. Ensure safety practices are conducted in accordance with SOPs, protocols and guidelines.
5. Actively contribute to the Ministry and corporate requirements, by attending relevant meetings, workshops and professional development.

Key Performance Indicators

Performance will be measured through the following indicators:

1. Effective and timely management and regular monitoring of staff performance and attendance to enable continuity of services.
2. All reports are submitted within the agreed timeframes and schedule, and meet the standard reporting requirements, including analytical trends, analyses of data and any recommendations for improvement.
3. Efficient and timely management of consumables, equipment and resources that support meeting work plans and department objectives.
4. All Human Resource management are conducted in compliance with the policy and procedures manual, service standards and applicable legislation.

Selection Criteria

The Person

In addition to a Bachelor in Medical Laboratory Science (or equivalent) with the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Knowledge and Experience

1. At least 10 years’ work experience in a Medical Laboratory;
2. Working knowledge of the laboratory supervisor’s function, and how these functions contribute to the achievements of organisations goals;
3. Sound knowledge of personnel filing system, information management, procurement and supply management;
4. Practical, working knowledge and experience in human resource management.
5. Sound knowledge or understanding of the different modalities of technical protocols and best practice principles

Skills and Abilities

1. Demonstrated ability to communicate effectively with staff of diverse background in order to achieve daily goals and objectives of the laboratory;
2. Demonstrated leadership skills to effectively manage and sustain a high performance work and team culture;
3. Demonstrated organizational skills to assist laboratory Superintendent and Consultant Pathologist in organizing the laboratory process changes when needed;
4. Demonstrated ability to analyse, prioritize and solve complex work problems with available resources;
5. Good computer skills and the capacity to utilize computer programs to support the operations of the laboratory;
6. Service oriented approach with a commitment to supporting the operational goals and values of the organisation;

MOHMS 112/2019: TECHNICAL OFFICER HIGHER GRADE [3 POSTS]

Position:	Technical Officer Higher Grade
Salary Band	Salary Band H
Salary range:	\$34,760.31 - \$44,564.50
Location:	Lautoka Hospital/ Labasa Hospital
Unit/Division	Pathology Laboratory/Quality Manager/Microbiology/Haematology/Biochemistry/Histology/Cytology
Reports to:	Laboratory Superintendent
Subordinates:	Technical Officer, Laboratory Assistant

The Position

The purpose of this position is to oversee the implementation and sustainability of Laboratory Quality Management Systems in Government clinical laboratories in the Division.

Key Responsibilities

The position will achieve its purpose through the following:

1. Ensure client confidentiality and good customer service practice while adhering to Standard Operating Procedures (SOP), Laboratory policies and values of MOHMS. Also provide timely professional advice to customers that are within guidelines.
2. Monitor the respective divisional Laboratory Quality Management System (LQMS) and ensure policies are implemented on a continuous basis.
3. Monitor all internal Quality control procedures.
4. Ensure that the Divisional laboratory participates in appropriate External Quality Assurance (EQA) scheme and Sub Divisional Laboratories participate in National Quality Assurance Program and that corrective action is taken on the results as appropriate.
5. Investigate failures to conform, to quality Standards (non-compliance) and ensure

- appropriate corrective action is taken.
6. Train all respective Division Laboratory team members in the use of the quality systems. Assist other Divisions with training if requested.
 7. Actively contribute to the Ministry and corporate requirements, by attending relevant meetings, workshops and professional development.

Key Performance Indicator

Performance will be measured through the following indicators:

1. All Laboratory policies, standard operating procedures (SOP) and guidelines are developed, endorsed and implemented within the agreed timeframes, and specific requirements.
2. Agreed monitoring and evaluation reports of LQMS audit, sub-divisional supervisory visits, customer satisfaction survey, EQA and 5S audit are
3. Conducted in compliance with the specific requirements, and submitted with recommendation in accordance with the scheduled timeframe.
4. Timely and effective management and regular monitoring of Laboratory Quality Management System to enable continuity of service delivery.
5. All personnel are aware of and compliant with the Laboratory Quality Management System and assessment process.

Selection Criteria

The Person

In addition to a Bachelor in Medical Laboratory Science (or equivalent) the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Knowledge and Experience

1. At least 7 years' work experience in a Medical Laboratory
2. Good understanding of Laboratory Quality Management System and its importance in clinical laboratory work;
3. Experience in leading, managing and motivating officers in a team which consists of officers with diverse background;
4. Must be able to identify and manage resources required to be able to perform assigned duties with due economy and conduct monitoring and evaluation.
5. Knowledge in the general safety within the laboratory, effective personal protective equipment use, complies to and advocates laboratory policies and Standard Operating Procedures.

Skills and Abilities

1. Excellent communication skills and the ability to tactfully deal with employees within the required legislative and policy framework;
2. Demonstrated organizational skills to assist the department in meeting Turnaround Time
3. Demonstrated ability to analyse report, solve complex problems and provide effective advice to management;
4. Capacity to utilise computer programs to support the operations of complex organisation;
5. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organisation.

MOHMS 113/2019: HANDYMAN, FIJI PHARMACEUTICAL & BIOMEDICAL SERVICES

Position	Handyman
Salary Band:	Band B
Salary Range:	\$5.37 - \$6.90 per hour
Location:	FPBS
Unit/Division:	
Reports to:	Administrative Officer
Subordinates:	Nil

The Position

The position is responsible for the general maintenance and upkeep of Fiji Pharmaceutical infrastructure.

Key Responsibilities

1. Ensure cleanliness of premises and maintenance is attended to in a safe and timely manner upon request and according to the job sheet
2. Ensure that all tools under your possession are operated in compliance with OHS regulation
3. Perform and document routine inspection and maintenance activities
4. Notify management of occurring deficiencies or needs for repairs and maintenance works.

Key Performance Indicator's

1. Ensure that improvement to maintenance and cleanliness are implemented and completed in a timely manner
2. Timely recording and reporting of reports as per agreed timeline and management of resources to enable business continuity and delivery of service
3. Ensure Occupational Health Safety(OHS) compliance
4. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and selection activities where required

Selection Criteria

The Person

In addition to a Form 6 level qualification and the following knowledge, experience, skills and abilities are required to successfully undertake the role:

Knowledge and Experience

1. Vast experience in a similar work environment
2. Basic knowledge and experience of electrical, carpentry, plumbing, general maintenance and landscaping
3. Knowledge of First-Aid
4. Basic knowledge of OHS compliance

Skills and Abilities

1. Good communication skills and ability to tactfully deal with clients during service delivery
2. Demonstrate the ability to effectively work within a team, with minimal supervision.
3. Customer service oriented approach to service delivery, with commitment to supporting the
4. operational/ corporate environment of the organization

MOHMS 114/2019: CLEANER, FIJI PHARMACEUTICAL & BIOMEDICAL SERVICES

Role:	Cleaner
Salary Band:	Band A
Salary Range:	\$4.60-\$5.90
Location:	FPBS
Unit/Division:	
Reports To:	Administrative Officer
Subordinates:	Nil

The Position

The position is responsible for maintaining the cleanliness of Fiji Pharmaceutical & Biomedical Services Centre.

Key Responsibilities

1. Ensure cleanliness of premises
2. Ensure proper and safe usage of appropriate cleaning agents
3. Develop repairs and maintenance works schedule.
4. Ensure effective stock management.
5. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and selection activities where required

Key Performance Indicator

1. Clean and a safe working environment for all
2. Ensure that cleaning and working stock are well maintained
3. Actively participate in all corporate functions

Selection Criteria

The Person

In addition to a Form 6 level qualification and the following knowledge, experience, skills and abilities are required to successfully undertake the role:

Knowledge and Experience

1. Proven working experience as a cleaner
2. Knowledge of basic cleaning procedures, chemicals and equipment
3. Basic knowledge of Occupational Health and Safety at Workplace

Skills and Abilities

1. Ability to plan and organize work on a daily basis
2. Good verbal and written communication skills
3. Good customer service skills
4. Ability to work effectively in a team

MOHMS 115/2019: MESSENGER, FIJI PHAMACEUTICAL & BIOMEDICAL SERVICES

Role:	Messenger
Salary Band:	Band A
Salary Range:	\$4.60 - \$5.90 per hour
Location :	FPBS
Unit/Division:	
Reports To:	Administrative Officer
Subordinates:	Nil

The Position

The position under direct supervision from Administrative officer, to perform messenger duties and simple clerical work.

Key Responsibilities

- 1) Support admin and finance unit to carry out routine work.
- 2) Support to keep office equipment in safe places with proper handling.
- 3) Maintain simple records of supplies
- 4) Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and selection activities where required.

Key Performance Indicator's

1. Ensure that general office or clerical work are updated and completed in a timely manner
2. Ensure timely sorting and documenting of incoming and outgoing mail
3. Ensure Occupational Health Safety(OHS) compliance
4. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and selection activities where required

Selection Criteria

The Person

Knowledge and Experience

1. Knowledge in providing and maintaining high quality customer care with available resources to ensure customer expectations
2. Detailed knowledge of documentation requirements
3. Sound knowledge on basic principles of quality customer care competencies for efficient delivery of duties

4. Experience at any similar working environment

Skills and Abilities

1. Ability to communicate effectively both verbally and written
2. Demonstrate ability to work as a team
3. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organization.

MOHMS 116/2019: DRIVER, LAUTOKA HOSPITAL

Role:	Driver
Salary Band:	Band B
Salary Range:	\$5.37 - \$6.89 per hour
Location :	Lautoka Hospital
Unit/Division:	
Reports To:	Executive Officer
Subordinates:	Nil

The Position

The position will achieve its purpose through the following key responsibilities/duties:

1. Maintain Cleanliness of the vehicle at all times;
2. Use Motor Vehicle for Official purposes upon instructions from supervisor
3. Drive Motor Vehicle safely in accordance with all traffic laws and regulations of Land Transport Act or Fiji Police Force;
4. Complete and submit the daily running sheet for every trip taken, and submit to the respective Transport Officer at the end of the day for review and verification;
5. Take responsibility of the Motor Vehicle maintenance and regular servicing in consultation with the respective Transport Officer on:
 - a. Oil, fuel and lubrication service;
 - b. Tyre, battery and air ;V conditioning servicing;
 - c. Motor Vehicle washing and cleaning;
 - d. Daily checks of vehicle tools, spare tyres
6. Efficiently report all minor or major accident to the vehicle under your care using the standard vehicle accident report form.

Key Performance Indicators

Performance will be measured through the following indicators:

1. Ensure that vehicle, are in good running condition (clean, water, oil are sufficient) before moving the vehicle
2. Hospital runs are well planned;
3. Running sheets & fuel receipts, are submitted on daily basis;
4. Defects are reported and addressed in a given timeframe;

Selection Criteria

The Person

In addition to Form 6 Graduate or equivalent, the officer must possess a Group 2, 4 and 6 Driving License and the following knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Must have a clean driving record with LTA for the last 3 years.

Knowledge and Experience

1. At least 5 years;| working experience, a valid Defensive Driving Certificate will be an advantage.
2. Good knowledge on vehicle maintenance, cleanliness and transport rules & regulations;
3. Basic knowledge of Occupational Health and Safety
4. Well versed with LTA Act and Fiji Police Force Rules and Regulations;
5. Understanding of Fijian Constitution (2013) and applicable laws of Fiji;

Skills and Abilities

1. Ability to drive safely and effectively

2. Demonstrate ability to communicate in English (verbal and written) effectively
3. Demonstrate ability to work effectively as a team
4. Ability to do simple, mathematical calculation as mileage readings
5. Ability to manage time effectively

MOHMS 117/2019: PLUMBER, WESTERN HEALTH SERVICES

Role:	Plumber
Salary Band:	Band D
Salary range:	\$7.50 - \$9.61 per hour
Location:	Western Health Services Office - Lautoka
Unit/Division:	
Reports to:	Executive Officer- General Services
Subordinates	

The Position

Responsible for the effective day to day operations, maintenance and repairs of all plumbing works in health facilities.

Key Responsibilities

The position will achieve its purpose through the following key responsibilities/duties. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Ensure plumbing works are conducted as planned and in compliance with the required specifications and occupational health and safety regulations
2. Develop a costed plan for maintenance work,
3. Maintain the workshop upkeep and proper storage of plumbing materials
4. Actively contribute to the corporate requirements of the Ministry where required.

Key Performance Indicators

1. All authorized scheduled maintenance plans are effectively delivered within agreed timeframes.
2. Plumbing maintenance work and working environment are in compliance with Occupational Health & Safety Regulations and in line with necessary procedures and regulations.
3. All plumbing maintenance scoping and reports produced within agreed timeframes.
4. Active contribution to corporate requirements of the Ministry as and when required

Selection Criteria

The Person

In addition to a Trade Certificate in Plumbing or equivalent, the following knowledge, experience, skills and abilities are required to successfully undertake the role of the position:

Knowledge and Experience

1. At least 3 years' experience in a similar work environment;
2. Experience and knowledge of plumbing works and maintenance, repairs and installations;
3. Knowledge of working with tools for plumbing and materials needed for maintenance;
4. Sound knowledge of Occupational Health & Safety Regulations

Skills and Abilities

1. Demonstrated ability to plan, organize plumbing work schedule effectively;
2. Ability to communicate effectively and work within a team;
3. Ability to utilise resources effectively and responsibly;
4. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS118/2019: ASSISTANT CARPENTER, WESTERN HEALTH SERVICES

Role:	Assistant Carpenter
Salary Band:	Band B
Salary Range:	\$5.37 - \$6.89 per hour

Location:	Western Health Services Office
Unit/Division:	Executive Officer General Services
Reports To:	Nil
Subordinates:	

The Position

The position assists the carpenter in carrying out regular minor maintenance work to the health infrastructures.

Key Responsibility

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Ensure maintenance work is carried out as per work plan and in accordance with safety and building regulations.
2. Assist supervisor in carrying out the scope of works and development of maintenance plan for health facilities.
3. Ensure all OHS rules and regulations are adhered to at all times;
4. Ensure safe keeping of all working tools and materials.
5. Actively contribute to the corporate functions of the Ministry.

Key Performance Indicators:

Performance will be measured through the following:

1. All carpentry maintenance plans are delivered within agreed timeframes and compliant with necessary procedures and regulations
2. Work tools are maintained and stored appropriately.
3. Active participation in corporate activities of the Ministry as and when required

Selection Criteria

The Person

In addition to the completion of Secondary School or Trade Certificate in Carpentry or (equivalent), the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role.

Knowledge and Experience

1. At least 3 years' experience of carpentry and maintenance works
2. Sound knowledge on building maintenance and carpentry works
3. Sound knowledge of safe operation of basic hand and power tools
4. Knowledge of workplace safety and safe lifting and handling procedures

Skills and Abilities

1. Ability to operate required equipment in a safe and responsible manner;
2. Ability to analyze situation and act accordingly to provide best practical outcome;
3. Demonstrated ability to work as a team and assist staff when required;
4. Service oriented approach, with a commitment to supporting the operational environment of the organization.

MOHMS 119/2019: CLEANER, WESTERN HEALTH SERVICES

Role:	Cleaner
Salary Band:	Band A
Salary Range:	\$4.60 - \$5.90 per hour
Location:	Ba Mission Hospital (1), Sigatoka Hospital (1)
Unit/Division:	
Reports to:	Executive Officer
Subordinates:	None

The Position

The position provides efficient and effective cleaning services.

Key Responsibilities

The position will achieve its purpose through the following key responsibilities. Working with

relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Ensure the general upkeep and cleanliness of health facility is well maintained at all times;
2. Ensure that all cleaning equipment are operated in accordance with safety standards
3. Ensure the proper disposal of waste on a daily basis;
4. Report any minor damages to supervisors whilst carrying out duties in a timely manner
5. Actively contribute to the ministry's corporate functions and activities.

Key Performance Indicators

1. Cleanliness of the health facility is maintained in compliance with standard procedures and regulations in a timely manner
2. Cleaning equipment are well maintained and stored appropriately.
3. Minor damages are addressed in a timely manner
4. Actively contribute to the Ministry corporate activities as and when required

Selection Criteria

The Person

In addition to the completion of Secondary School Education or similar, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role.

Knowledge and Experience

1. At least 3 years' experience in a similar work environment;
2. Basic knowledge of the usage of cleaning chemicals, cleaning equipment and general cleanliness & hygiene procedures;
3. Knowledge in providing and maintaining high quality customer care;
4. Knowledge of Occupational Health & Safety requirements;

Skills and Abilities

1. Ability to plan and organize work on a daily basis
2. Effective verbal and written communication skills
3. Ability to work with minimum supervision with an attention for details
4. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS 120/2019: LABOURER, WESTERN HEALTH SERVICES

Role:	Labourer (3 Posts)
Salary Band:	Band A
Salary Range:	\$4.60 - \$5.90/hr
Location:	Ba Mission Hospital (1), Nadi Hospital (1), Sigatoka Hospital (1)
Unit/Division:	
Reports to:	Executive Officer
Subordinates:	Nil

The Position

The position is responsible for maintaining the cleanliness of the hospital environment.

Key Responsibilities:

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Ensure the removal and disposal of waste from all hospital premises in compliance with OHS standards;
2. Ensure the beautification of the health facility and quarters are maintained
3. Ensure that all equipment/ tools are well serviced and maintained
4. Ensure to clean and maintain mortuary & generator room;
5. Actively contribute to the ministry's corporate functions and activities.

Key Performance Indicators:

1. All tools and equipment are properly maintained as per agreed arrangement

2. Cleanliness of the premises and institutional quarter's compound is properly maintained in a timely manner
3. Participate in all corporate functions as and when required

Selection Criteria

The Person

In addition to the completion of Secondary School or similar, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Knowledge and Experience

1. Proven working experience as a Laborer or similar duties
2. Basic knowledge of OHS requirements.
3. Knowledge of Fire Safety procedures and equipment use.

Skills and Abilities

1. Ability to communicate effectively:
2. A good team player
3. Ability to complete task within the agreed time line.
4. Ability to operate required equipment in a safe and responsible manner;
5. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS 121/2019: WARD ASSISTANT, CWM HOSPITAL

Position:	Ward Assistant
Salary Band:	Band B
Salary range:	\$5.37 - \$6.89/hr
Location:	Colonial War Memorial Hospital (21); Labasa Hospital (1)
Unit/Division:	
Reports to:	Team Leader
Subordinates:	Nil

The Position

To assist nurses with non-clinical duties including patient care, patient movement within the health facility, ward housekeeping, and food service.

Key Responsibilities

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Assist with patient care in accordance with patient safety and care regulations and in compliance with occupational health & safety standards.
2. Ensure that patient bedding, linen and surrounding is clean at all times.
3. Assist with the carriage of patients within the health facility.
4. Actively contribute to the Ministry corporate activities

Key Performance Indicators

1. Patient care is delivered in a timely manner and in accordance with patient care and safety regulations and policies.
2. The cleanliness and hygiene of patient linen, bedding and surroundings are maintained at all times according to infection control and OHS standards.
3. Patients are transported in the most comfortable and safe means whenever required in the health facility.
4. Active participate in corporate activities of the Ministry as and when required.

Selection Criteria

The Person

In addition to the satisfactory completion of secondary education, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Knowledge and Experience

1. Work experience in a similar environment providing patient care to the sick or aged.
2. Experience in basic housekeeping duties

3. Sound knowledge of Occupational Health & Safety at the workplace and patient care and safety regulations

Skills and Abilities

1. Ability to handle patients with care and maintain patient confidentiality at all times.
2. Ability to communicate effectively.
3. A good team player and able to work with minimum supervision.
4. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS 122/2019: TELEPHONE ATTENDANT, CWM HOSPITAL

Role:	Telephone Attendant
Salary Band:	Band B
Salary Range:	\$5.37 - \$6.89 per hr
Location:	Colonial War Memorial Hospital
Unit/Division:	
Reports to:	Clerical Officer
Subordinates:	Nil

The Position

To ensure all telephone communications both internally and externally are dealt with efficiently and effectively.

Key Responsibilities

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Communicate telephone message both internal and external for the hospital and monitor calls accordingly
2. Page for staff during emergencies
3. Report telecommunication faults and complaints to relevant authorities
4. Actively contribute to the Ministry corporate activities

Selection Criteria

The Person

In addition to completion of Secondary School education or similar, the following Knowledge, Experience, Skills and Abilities is required to successfully undertake this role;

Experience and Knowledge

1. At least one year's experience in similar role.
2. Working knowledge and experience in telephone etiquette.
3. Experience in handling customer complaints
4. Understanding of Occupational Health and Safety at workplace

Skills and Abilities

1. Ability to plan and organize work in a timely manner
2. Excellent communication skills
3. A good team player.
4. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS 123/2019: RECORDER, CWM HOSPITAL

Role:	Recorder
Salary Band:	Band B
Salary Range:	\$5.37 - \$6.89 per hour
Location:	Colonial War Memorial Hospital (5); Labasa Hospital (2)
Unit/Division:	Medical Records Department
Reports to:	Assistant Statistician
Subordinates:	

The Position

The primary role of this position is to be responsible for organizes data for patient medical records, review medical records and patient health information for accuracy and completeness in a hospital setting, ward and clinical environment.

Key Responsibilities

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

Key Responsibilities

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements in the following areas:

1. Maintain patients’ medical folders using of manual and Patient Information System.
2. Create records for new patients and computer index and maintain filing statistics
3. Provide customer care service and responding to customer queries.
4. Facilitate the distribution and retrieval of patient folders and laboratory reports to/from responsible medical officers;
5. Request relevant information from various departments as required by medical officers
6. Actively contribute to the Ministry corporate activities

Key Performance Indicators

1. Patient records are updated on a regular basis.
2. Filing index and statistics are well maintained
3. Efficient distribution and retrieval of patient folders and the proper filing of folders as per filing system
4. Actively contribute to the Ministry corporate activities as and when required.

Selection Criteria

The Person

In addition to the completion of Secondary School or similar, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Knowledge and Experience

1. Working knowledge of Medical Records and Patient Information in a clinical setting or similar environment
2. Experience with basic computer skills such as Microsoft Office
3. Sound knowledge of filing and recording system
4. Understanding of the Fijian Constitution (2013) and applicable laws of Fiji.

Skills and Abilities

1. Sound administrative skills including the ability to communicate effectively
2. Ability to effectively work within a team;
3. Ability to act appropriately with matters of confidentiality
4. Able to effectively and sensitively manage complaints.
5. Customer focused approach with commitment to supporting the operational goals of the organization

MOHMS 124/2019: DENTAL CHAIRSIDE ASSISTANT, EASTERN HEALTH SERVICE

Role:	Dental Assistant
Salary Band:	Government Wage Earners
Salary Range:	Band B
Location:	\$5.37 - \$6.89 per hour
Unit/Division:	Lakeba Hospital (1), Lomaloma Hospital (1)
Reports to:	Dental Therapist, Dental Officer
Subordinates:	

The Position

The position is responsible for the preparing and assisting patients during dental check-ups,

and perform general administrative duties of the unit.

Key Responsibilities

1. Assist with the registration of patients and preparation of patients in accordance with standard operating procedures. Chair side assisting to dentist/therapist in all dental procedures.
2. Assist dentist or dental therapist in dental procedures.
3. Assist with the conduct of oral health community education programs
4. Clean, prepare and sterilize instruments and disinfect equipment with the proper waste disposal using infection control protocols and guidelines.
5. Actively participate in the corporate activities of the Ministry

Key Performance Indicators

1. Timely registration of patients in accordance with standard registration standards.
2. Timely assistance provided to Dental Officer/Dental assistance in accordance with standards of oral health practice.
3. Oral health programs conducted and reports submitted within the agreed time line of oral health education provided.
4. Active participation in corporate activities of the Ministry as and when required.

Selection Criteria

The Person

In addition to the successful completion of a secondary school level education, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role along with a good understanding on any science subject:

Knowledge and Experience

1. Knowledge and fair understanding of equipment, materials to be used.
2. Knowledge of Infection Control and importance of maintaining cleanliness
3. Knowledge of Occupational Health & Safety

Skills and Abilities

1. Good communication skills both written and verbal.
2. Ability to identify and refer any issues or risks to supervisor
3. Capable of working with minimum supervision.
4. Maintain privacy and confidentiality of all patient or staff information and data
5. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organisation.

Application Process

Applicants are to note the following when applying.

1. You must personally complete the application form and sign the Declaration at the end of the form. The application form can be downloaded from the Ministry of Health Website, [http://www.health.gov.fj/PDFs/Application Form MOHMS FILLABLE 3.pdf](http://www.health.gov.fj/PDFs/Application%20Form%20MOHMS%20FILLABLE%203.pdf)
2. Ensure that your first name, last name and date of birth are the same as those on your identity documents
3. All communication regarding your application will be via email. Ensure that you provide a **valid email address** and that you check this email regularly for communication regarding your application.
4. As part of your application, please submit
 - a. A completed and signed application form;
 - b. Current CV outlining your qualifications and experience;
 - c. For clinical/technical positions only (whenever applicable): a certified copy of your registration and/or valid practicing license; and certified copies of your qualifications.

5. Applicants for employment in the Ministry of Health & Medical Services must be of good character, with a background that demonstrates their commitment to the Civil Service Values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under age 55, in sound health, with a

clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to take up of duty.

6. The Ministry is an Equal Employment Opportunity employer. Applications are encouraged from all eligible, qualified applicants. All applicants must address the specific knowledge, experience, skills and abilities required of the job, as this criteria will be considered in assessing the relative suitability of applicants.

Submission

Applications must be submitted by 4.30pm Wednesday, February 27th, 2019.

Applicants are encouraged to submit their **application by email** to **recruitment@health.gov.fj**

Or

Applications by Post Permanent Secretary Ministry Of Health & Medical Services P O Box 2223, Gov't Bldg, Suva	Applications Delivered "DROP MOHMS JOB APPLICATION BOX" Reception Desk, Ground Floor, Dinem House, 88 Amy Street, Suva, Fiji
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