



PERFORMANCE MANAGEMENT AND APPRAISAL SYSTEM - GOVERNMENT OF  
 JAMAICA  
**MINISTRY OF HEALTH**

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**JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Treatment Facility Operations Manager
<b>JOB GRADE:</b>	SOG/ST 7
<b>DEPARTMENT:</b>	Medical Waste Management
<b>REPORTS TO:</b>	Director, Waste Management
<b>MANAGES:</b>	Facility Operators, Logistic Officers, Facility Attendants Grounds Man

This document is validated as an accurate and true description of the job as signified below

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date created/revised

## **JOB PURPOSE**

Under the general direction of the Director of Waste Management, the incumbent is responsible for the day-to-day operation and maintenance of the waste treatment facility and the coordination/management of the regional waste collection system among healthcare facilities within the health region.

## **KEY OUTPUTS**

1. Budget prepared
2. Treatment equipment and collection units maintained
3. Reports prepared
4. Records developed, implemented and maintained
5. Plans developed, implemented and maintained
6. Technical specifications developed
7. Collection schedules established and managed
8. Training programs developed and implemented
9. Inventory system established and managed

## **KEY RESPONSIBILITY AREAS**

### **Management Administrative Responsibilities**

1. Prepare of annual capital and operating budgets, annual reports and operational plans for the specified facilities.
2. Supervise and monitor the works of the treatment and collection operators/personnel to ensure compliance with the facility's management plans, standard operating procedures and health and safety requirements.
3. Coordinate with the Director of Waste Management and liaise with the Regional Health Authority, Healthcare Facilities and other stakeholders to develop, implement and monitor the collection and transportation of medical waste from healthcare facilities.
4. Manage and monitor all documentations (manuals, guidelines, standard operating procedures, licenses and permits, training programs etc) to ensure that the treatment facility and collection system are in compliance with all pertinent government regulations.
5. Oversee the preparation of documentation for contracted maintenance repairs and servicing to facility equipment and collection system.

6. Manage and monitor all contracts pertaining to the maintenance and servicing of the treatment facility and collection system to ensure contract compliance.
7. Liaise with government agencies relative to environmental and public health compliance requirements and assist with any investigations or surveys or practices as appropriate.
8. Prepare and present monthly reports on the facility's management, operations and financial status.
9. Deal with enquiries and complaints from healthcare facility regarding waste collection services.
10. Coordinate emergency response activities when required.
11. Represent the Facility locally and internationally at meetings, conferences, seminars relating to the facility's waste management issues or as directed.

### **Technical Professional Responsibilities**

1. Inspect, monitor, order and perform/coordinate maintenance of all equipment at the treatment facility.
2. Ensure the sound implementation of the treatment facility's operations and maintenance plans and procedures in a manner that allows for corrective action and continuous improvements.
3. Oversee the transportation of waste to (to and from the treatment facility) to ensure that it takes place efficiently.
4. Coordinate with the Director of Waste Management on the development of relevant plans, safety standards, standard operating procedures for program operations/activities, and recommend changes and updates.
5. Conduct technical in-house training to operations and collection operators as necessary and maintain records to meet regulatory health and safety compliance.
6. Maintain electronic and paper records to track data, monitor equipment performance and maintenance activities, and ensure regulatory compliance.
7. Prepare technical reports for submission to the Director of Waste Management to keep he/she informed of program performance/status, amount of waste received and removed from the treatment facility, treatment parameters, quality of solid and liquid effluent, etc.
8. Investigate and follow-up on accidental spills, emergencies, equipment malfunctions, and coordinates with the relevant stakeholders to ensure timely corrective actions and reporting.

9. Track the materials management processes to ensure cost effective acquisitions, quality of supplies and efficient use.
10. Recommend the replacement of capital equipment at the facility when such equipment becomes too costly to maintain as justified by economic, safety performance indicators, service history and current problems.
11. Prepare reports on environmental and public health compliance and/or investigations.
12. Perform audits and inspections of the waste treatment facility, interim waste storage facilities and collection systems to determine compliance with polices and standards.

### **Human Resource Responsibilities**

1. Manage the welfare and development of direct reports through the preparation of performance appraisals and recommendation of required training and development programmes.
2. Provide leadership, guidance and technical support to staff through objective setting, delegation and communication.
3. Provide guidance to staff through coaching, mentoring and training, and providing assistance and support as needed.
4. Participate in the recruitment process of staff for the facility.
5. Ensure that staff is aware of and adheres to the policies, procedures, and regulations of Ministry of Health and Environment.

### **Other Responsibilities**

Perform other job related functions so assigned or as necessary to maintain the performance standards of the facility.

### **PERFORMANCE STANDARDS**

1. All equipment at the treatment facility operates with minimum downtime to facilitate efficient delivery to waste treatment services for healthcare facilities throughout the health region.
2. Treatment equipment and collection units maintained within the stipulated requirements and schedules.
3. Waste collection services from healthcare facilities completed per established collection schedules and standards, and the management of the healthcare facilities confirm satisfaction of services received.
4. Treatment facility equipped with adequate quantity of all relevant resources necessary to ensure the efficient operation and maintenance of the facility.

5. Annual budget and work plan produced within the established format and timeframe.
6. Operational and financial reports prepared and presented within established timeframes.
7. All relevant plans for the facility developed, implemented and maintained within established timeframes, namely waste management plan, emergency and contingency plan, operation and maintenance plans, and monitoring plans.
8. Training program including training plan and manual developed and in-house training conducted within established timeframe.
9. All relevant records developed, implemented and maintained within established timeframe (namely, collection, treatment and disposal manifest, inspection, maintenance, training, emergency and monitoring records).
10. Technical reports on the facility's operations, maintenance, monitoring, and environmental compliance requirements or investigations prepared within established timeframes.
11. Welfare of staff is identified and addressed;

## **REQUIRED COMPETENCIES**

<b>Functional/Technical Competencies</b>	<b>Levels</b>
Working knowledge of building and equipment maintenance.	
Ability to grasp knowledge of the dynamic operations and maintenance requirements for waste treatment technologies.	
Sound planning and organisational skills	
Ability to explain, apply and monitor such operations and maintenance requirements.	
Knowledge of the GOJ/NCC procurement policies and procedures.	
Knowledge of GOJ financial management and inventory guidelines.	
Ability to obtain and maintain requisite HEART NOVQ Certifications.	
Ability to provide professional and effective leadership.	
Proficiency in the relevant computer applications	

<b>Core Competencies</b>	<b>Levels</b>
Oral communication skills	

Written communication skills	
Leadership skills	
Planning and organizing skills	
Problem Solving and Decision Making	
Interpersonal Skills & People Management	
Self-motivated, initiative and resourceful, with proven ability to multi-task and operate successfully under tight deadlines and time pressures with minimal supervision.	

### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

1. First degree in Mechanical, Electrical, Industrial or related Engineering field
2. At least three years working experience with a reputable company in plant management, maintenance management or waste management.

### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- The working environment at the treatment facility involves the mechanical handling of hospital infectious waste.
- Works in a noisy and bio-hazardous waste environment.
- Requires the use of personal protective equipment.
- Requires traveling occasionally to different locations within the area of responsibility
- Requires to work beyond normal working hours from time to time to meet deadlines.

### **REPORTING RELATIONSHIPS**

Reports to: Director of Waste Management  
Supervision given to: Directly – Facility Operators, Logistic Officers, Facility Attendants, Grounds Man  
Indirectly – Administrative Assistant, Healthcare Facility Waste Management Personnel within the area of responsibility  
Nature of Supervision: Provides advice and direction where necessary

### **AUTHORITY**

- Recommends operations and maintenance programmes, procedures and systems.
- Reviews and updates operations, maintenance, emergency response plans.
- Recommends budgetary allocation for waste treatment facility.

- Recommends technical supports for waste facility.
- Recommends the replacement of capital equipment for waste treatment facility.
- Recommends leave, disciplinary action and promotion of direct reports according to established human resource policies.