



Position Title: Outpatient Facility Administrator

Reporting To: Franchisee

Direct Reports: Business Development Executive/Officer, Receptionist/Front Office, Housekeeper, Security

Job Summary

The Outpatient Facility Administrator is responsible for the day-to-day oversight and coordination of all operational functions within the outpatient center. The role ensures effective and efficient service delivery to both patients and staff, upholds clinical quality standards, and drives business development strategies. The administrator leads, develops, and mentors clinical and non-clinical staff, ensuring optimal patient satisfaction, risk management, and resource utilization in alignment with regulatory requirements and the organization's vision.

Key Responsibilities

Patient Satisfaction & Experience

- Champion patient-centered care, ensuring a consistently high level of patient satisfaction (targeting above 90% satisfaction index).
- Lead service leadership initiatives and continuous improvement in customer care across the facility.
- Collect, analyze, and act on patient feedback; resolve complaints through root cause analysis and monitor closure of action items.
- Serve as a liaison between patients, staff, specialists, and management to ensure seamless communication and service delivery.

Clinical Risk Management & Quality Assurance

- Collaborate with clinical leads to implement and monitor quality and process improvement policies and activities.
- Ensure compliance with clinical indicators, regulatory, and accreditation requirements (e.g., SAFECARE).
- Conduct regular audits, safety rounds, and maintain up-to-date documentation and referral listings.



- Champion and participate in quality improvement committees and initiatives.

Leadership, Staff Development & Human Resource Management

- Lead, develop, and mentor clinical and non-clinical staff, fostering a culture of safety and continuous learning.
- Oversee onboarding, and induction of new hires; manage staff scheduling, and leave.
- Conduct monthly staff meetings, track learning hours, and ensure effective performance management.
- Promote teamwork, high morale, and professional development.

Business Development & Strategy

- Lead the outpatient center's business development strategy in collaboration with the Franchisee and Business Development Executive.
- Develop and monitor marketing initiatives to expand the scope of services and increase patient volume.
- Identify and act on opportunities for service diversification and improvement.

Resource Management & Cost Efficiency

- Ensure effective and efficient utilization of resources, equipment, and consumables.
- Participate in inventory management, stock takes, procurement, and maintenance of assets.
- Monitor resource allocation, minimize wastage, and ensure preventive maintenance of equipment.

Administrative Leadership

- Direct all administrative functions, including documentation, compliance, and reporting.
- Maintain accurate records and ensure data security and confidentiality.
- Develop and implement policies and standard operating procedures in line with management vision and regulatory requirements.

Financial Management & Budgeting

- Develop and implement annual operating plans and budgets for the outpatient center.



- Oversee daily and monthly reconciliations of banking, petty cash, supplier accounts, and patient accounts.
- Ensure appropriate accounting systems and procedures are in place and adhered to.
- Prepare financial reports and participate in budget monitoring and resource planning.

Required Qualifications and Experience

- Bachelor's degree or Diploma in Healthcare Management, Business Administration, Public Health, Nursing, or a related field.
- At least three (3) years of supervisory experience in a healthcare setting.
- Formal education in management and prior experience as a hospital or facility administrator.

Skills and Competencies

- Strong leadership, team management, and mentorship abilities.
- Expertise in customer service and patient relations.
- Proficient in financial management, budgeting, and basic accounting.
- Excellent organizational, time management, and administrative skills.
- Strong understanding of healthcare regulations, quality standards, and risk management.
- Outstanding communication and interpersonal skills.
- Proficiency in computer applications and health information systems.

Key Performance Indicators (KPIs)

- Patient satisfaction index (target: >90%)
- Compliance with regulatory and accreditation standards
- Achievement of annual operating plan and budget targets
- Staff retention, training hours, and performance metrics
- Growth in business development and service scope
- Efficiency in resource utilization and cost control