

28th July, 2025

Job Advert - Employment Opportunities

Comprehensive Rehabilitation Services for People with disability in Uganda (CoRSU) was established in 2006 as a private non-profit, non-governmental organization. CoRSU provides Orthopaedic Surgery, Plastic Surgery, and Rehabilitation, mainly for children as well as adults with disability.

CoRSU Hospital seeks to fill the following vacancy:

Job Title:	Head of Out Patient Department
Number of vacancies:	01
Payment Grade:	Fulltime
Reporting to:	Medical Director
Department:	Medical

Overall job objective:

To oversee the day-to-day operations of the Outpatient Department (OPD), ensuring efficient, patient-centred service delivery, effective staff coordination, adherence to hospital policies, and continuous quality improvement in clinical and administrative functions.

Functional Outputs/Activities per key performance area:

Operational Management:

- Oversee and coordinate all activities within the OPD to ensure smooth, efficient, and high-quality service delivery.
- Monitor patient flow to minimize waiting times and enhance patient satisfaction.
- Ensure appropriate scheduling and use of consultation rooms and OPD resources.
- Maintain an effective triage system and patient registration process.
- Ensure that patients in the private wing get priority services in all units.
- Conduct regular exit interviews to obtain feedback from patients on their experience with CoRSU service in order to design improvements.
- Ensure that patient follow up calls are made to touch base with treated patients.

Staff Coordination & Development:

- Coordinate and support OPD staff, including doctors, nurses, clerks, receptionists, customer care team, and support staff.
- Ensure that the OPD Operates with the required Number of staff at all times.
- Make sure that the scheduled teams (Doctors/ Consultants, Pharmacy technicians, Nurses, Medical Diagnostic team, Billers, Social worker Customer Care team etc.) are attending to their specific roles according to the schedule.
- Planning coverages for absent staff and employees on leave and coordinating with respective departments to support you with staff for coverage.
- Participate in the recruitment, onboarding, and training of new staff.
- Conduct regular performance evaluations and provide coaching and feedback alongside immediate supervisor.
- Develop and implement staff duty rosters, ensuring adequate coverage

Financial & Resource management:

Comprehensive Rehabilitation Services for People with Disability in Uganda.

P.O. Box 46, Kisubi, Uganda. Telephone: Mobile: +256 (0) 76 1002 111/ (0) 76 1002

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Website: www.corsuhospital.org

- Monitor and manage OPD-related expenditures and resources, including supplies, equipment, and inventory.
- Collaborate with procurement to ensure timely availability of essential items.
- Work with finance teams to support billing accuracy and revenue cycle processes.

Data Management and Reporting

- Maintain accurate patient and operational records.
- Prepare and submit monthly/quarterly reports on OPD performance metrics.
- Analyze trends in patient volume, service utilization, and staff performance to inform decision-making.

Communication and Coordination

- Serve as a key liaison between OPD staff, other hospital departments, and senior management.
- Participate in hospital-wide management and planning meetings.
- Facilitate interdisciplinary collaboration for continuous improvement in patient care.

Risk Management

- Analyse existing practices & procedures to identify risks and develop procedures to address them.

Compliance

- Ensure compliance with regulatory requirements and accreditation standards.
- Adhere to all CoRSU Policies.

Required Qualifications:

Bachelor's degree in Medicine, Nursing, Health Administration, Public Health, or a related field.

Strong knowledge of outpatient care systems and hospital operations.

Experience with electronic medical records (EMR) and hospital information systems is an added advantage.

Key Competencies & Skills

- Strong leadership and team management skills
- Excellent organizational and multitasking abilities
- Good interpersonal and communication skills
- Problem-solving and decision-making capabilities
- Attention to detail and high standards of patient care
- Ability to work under pressure and in a fast-paced environment
- Ability to do Data Driven Analytics

Experience

Minimum of 5 years' experience in clinical or hospital management, with at least 3 years in a supervisory role position in a reputable Health Care Institution.

Competencies Required:

Behavioural

- Ability to lead and motivate teams.

Leadership

- Excellent leadership, organizational, and communication skills.

Qualified persons should submit their applications (detailed CV with a cover letter plus copies of Academic Qualifications) to: The Head of Human Resources, CoRSU Hospital P.O. 46 Kisubi, or email to: recruitment@corsuhospital.org before midnight of **Thursday 18th September, 2025**, the Title of the Job you are applying for and the name of the Applicant should be the subject of the email.

NB: CoRSU is an Equal Opportunity Employer; so capable People with Disabilities (PWDs) are encouraged to apply. However, only shortlisted candidates will be called for interviews.

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