

Assistant Patient Selection Manager

Summary Description

The Assistant Patient Selection Manager is responsible for providing support to the Global Patient Selection Team (GPST) so that a steady flow of appropriately screened patients is provided to the hospital on each vessel.

Essential Duties and Responsibilities (include but not limited to)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Manages patient referrals including the patient referral email address, responding with compassion and sensitivity
- Assists the Global Patient Selection Manager to keep the mercyships.africa website up to date with patient referral information
- Assists with keeping the Navigator team page up to date in regard to policies, procedures, and relevant information
- Coordinates CERTIFY training and assists teams with cash reconciliation
- Assists in creation and monitoring of team finances
- Manages requests for all IS equipment, medical supplies, and office supplies
- Supports GPST with travel requests when required
- Supports GPST with HR related issues, maintaining record of PTO and other benefits. Liaises with ISC HR.
- Coordinates new staff support: HR, on boarding registration, IS access and training processes
- Supports GPS Manager in planning and implementation of team training
- Acts as a focal point for the Patient Referral Technology
- Reviews patients using the Patient Referral Technology
- Supports the Assessment phase in new host countries
- Supports team building at the beginning of the Advance phase prior to ship arrival
- Supports Patient Selection events
- Other duties as assigned

Qualifications (Knowledge, Skills, Abilities, and Requirements)

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Supportive of Mercy Ships mission and vision, and committed to its core values.
- Understand and apply servant leadership, work collaboratively with integrity and demonstrate accountability
- Must ascribe to the Mercy Ships Statement of Faith and Code of Conduct.
- Able to live in and contribute to community life, requiring stable and healthy interpersonal skills
- Strong Christian commitment as evidenced by life and character.
- Excellent understanding of African cultures, specifically West African cultures
- Frequent travel between Mercy Ships locations and host nations (approximately 4 months per year depending on Mercy Ships planned activities)
- Emotionally intelligent, relational, and authentic.
- Be an independent thinker as well as a team player
- Strong administrative skills
- Willingness to grow in competence in the use of patient referral technology
- Represent Mercy Ships and be able to speak in public
- Excellent verbal and written communication skills
- Excellent organizational, administrative and time management skills
- Possesses initiative, good judgement, and the ability to analyze and solve problems
- Possess a strong customer service mindset including attitude and approach

Education and Experience

The requirements listed below are representative of the education and / or experience required.

- Successful completion of Mercy Ships Entry Training will be required within the first year.
- 3 years cross-cultural experience working in developing nations and managing projects in the field, preferably with Mercy Ships.
- 1 year experience with Mercy Ships surgical programs is required, preferably with experience or at least exposure to patient selection
- Healthcare background required working within the surgical discipline as a nurse, physical therapist, doctor, or related profession
- Bachelor or Master's Degree in a related discipline preferred
- Participation in Global Patient Selection training where appropriate
- French language skills strongly preferred (International B2 level or equivalent)
- Must have or be willing to obtain an International Driving permit – ability to drive a manual (standard) vehicle required
- Proficient with Microsoft Word and Excel
- Opportunity for future training will form part of each team member's personal development plan and be considered on a case by case basis. It may include: language training, job specific experience onboard on of the vessels or at the International Support Center, security, leadership and other related professional skills.

Come on board! Help transform lives!

**There is much more to say about this unique position!
Please contact us by email: linda.huber@mercyships.ch, HR Business Partner.**