



Head of Clinical Services Terms of Reference

I. General Information	
Post/Title	Head of Clinical Services
Duty Station	Garowe General Hospital, Nugal Region, Puntland
Duration:	12months
Main Purpose	
The Head of Clinical Services provides strategic clinical leadership, direction, and supervision to all medical staff within Garowe General Hospital to ensure the delivery of safe, effective, equitable, evidence-based, and patient-centered healthcare services. The post holder is responsible for establishing, implementing, and overseeing a comprehensive Quality Management and Continuous Quality Improvement (CQI) system in accordance with Puntland Ministry of Health policies, national clinical guidelines, Standard Operating Procedures (SOPs), and relevant World Health Organization (WHO) standards. This includes monitoring compliance with clinical standards, promoting evidence-based practice, conducting clinical audits, strengthening patient safety, supporting quality improvement initiatives, and improving clinical outcomes and overall health service delivery. The Head of Clinical Services acts as the hospital's senior technical authority on clinical and medical matters. Authority over hospital-wide administration, finance, external representation, and non-clinical operations remains with the Hospital Director, to whom this role reports directly.	

Key Accountabilities

Clinical Governance and Quality

- Serve as a member of the Hospital Management Team, contributing clinical expertise to strategic planning, clinical governance, and the implementation of Quality Management and Continuous Quality Improvement (CQI) systems in line with Puntland Ministry of Health policies, national clinical guidelines, and WHO standards.
- Lead the implementation of hospital-wide clinical governance, ensuring high standards of patient care, accountability, and professional practice.
- Promote and strengthen patient safety by implementing patient safety policies, incident reporting systems, root cause analysis, and corrective actions to prevent recurrence of clinical incidents.
- Chair and coordinate key hospital clinical governance committees, including:
 - Infection Prevention and Control (IPC) Committee (Co-chaired with Head of Nursing/Midwifery/Matron);
 - Maternal and Perinatal Death Surveillance and Response (MPDSR) Committee;
 - Mortality Review Committee;
 - Quality Improvement (QI) Committee; and
 - Any other clinical governance committees assigned by the Hospital Director .
- Ensure timely implementation, monitoring, and follow-up of committee recommendations and quality improvement action plans, and report outcomes to the Hospital Management Team

Clinical Supervision and Staff Management

- Coordinate and supervise the daily work schedules of medical staff, including duty rosters, leave management, and staff deployment, and participate in clinical duties when required.
- Provide technical clinical input into the recruitment, orientation, performance appraisal, mentoring, training, and professional development of medical staff in close collaboration with the Human Resources Department.
- Develop and oversee continuing medical education (CME) and other educational programmes to strengthen the knowledge and skills of medical doctors and interns.
- Provide technical supervision, mentorship, and clinical guidance to all medical doctors and clinical departments.

Clinical Standards and Patient Care

- Promote rational use of medicines, including antimicrobial stewardship, and ensure adherence to national Standard Treatment Guidelines (STGs) and Essential Medicines List (EML).
- Oversee and authorize clinical referral decisions to ensure patients receive appropriate and timely referral services.
- Lead clinical audits, mortality reviews, case reviews, and implementation of evidence-based quality improvement initiatives.
- Ensure compliance with national clinical protocols, ethical standards, infection prevention and

control measures, and hospital policies.

Reporting and Communication

- Monitor key clinical performance indicators and prepare periodic reports for the Hospital Director and Hospital Management Team, supporting the Hospital Director's reporting to the Ministry of Health..
- Foster multidisciplinary teamwork and effective communication among all clinical departments.
- Perform any other clinical leadership responsibilities assigned by the Hospital Director.

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Qualifications and Specifications

Education

- Doctor of Medicine (MD) or equivalent medical degree from a recognized university.
- Must hold a recognized postgraduate clinical specialization (Specialist Physician) in a relevant medical discipline.
- Hospital Management, Health Services Management, Clinical Governance, or a related field is an added advantage.

Professional Registration

- **Must hold a valid Puntland Medical Council/Ministry of Health professional license to practice medicine in Puntland.**
- Must be registered as a Specialist Medical Doctor.

Experience

- Minimum of **7 years** of progressive clinical practice after specialization.
- At least **3 years of senior clinical leadership or hospital management experience**, preferably in a secondary or tertiary hospital.
- Demonstrated experience in clinical governance, quality improvement, patient safety, and multidisciplinary team leadership.

Knowledge and Skills

- Strong knowledge of clinical governance, hospital management, and quality improvement systems.
- Thorough understanding of Puntland Ministry of Health policies, national treatment guidelines, and WHO clinical standards.

- Experience in clinical audits, mortality reviews, infection prevention and control, and patient safety programmes.
- Strong leadership, supervision, coaching, and mentoring skills.
- Excellent communication, coordination, and interpersonal skills.
- Ability to analyze clinical data and use evidence to improve service quality.
- Excellent report writing and presentation skills.

Closing Date: September 26th 2026, please send your updated CV and cover letter to this email:
hr@moh.pl.so