



### **Communications Manager**

TotalCare is looking to hire a Clinical Communications Manager. The Clinical Communications Manager's role is to highlight our culture through running smooth patient communications and operations, ensuring patients' safety while over the phone, and providing direction for team members when needed. The Clinical Communications Manager will ensure policies are updated and communicated effectively. He/She is the first point of contact with our Facility Administrators overseas and with team members on site.

#### **Areas of Responsibility:**

- Leading by example in promoting the mission, vision, and values of TotalCare
- Overseeing junior / senior staff throughout strategy implementation
- Monitoring the progress of the projects and providing constructive feedback
- Detecting situations that require immediate action and responding accordingly
- Handling stressful situations with ease and maturity and reporting when needed
- Identifying and maintaining tools & resources to fulfill communications objectives
- Communicating with patients, facilities, and insurance companies upon need
- Drafting & editing communication scripts when needed to uplift the process
- Working effectively and contributing to development of the team members
- Conducting regular one on ones with team members
- Creating monthly schedules for staff; overseeing & approving PTO's, sick leaves and/or any other related leave

#### **Requirements:**

- Bachelor's Degree in Nursing or any related field
- Masters in Leadership or any related field is a plus
- 2 plus years of experience in a Leadership role is a must
- Medical Background with leadership experience is a plus
- Fluency in English, written and spoken is a must

Created: June, 2023

**Other Requirements:**

- Work is not hybrid and not remote – in house
- Schedule Monday to Friday from 1pm till 10pm - twice a month from 4pm till 1am
- Full time position

**Benefits included but not limited to:**

- Salary in fresh USD
- Package includes basic salary + transportation
- Nssf & Medical Insurance
- Schooling benefits

Interested candidates, please send your CV's to [recruiting@totalcare.us](mailto:recruiting@totalcare.us) mentioning the positions name 😊