



CEO Job Description

Job Title: Chief Executive Officer

Supervised by: Board of Directors

General Summary:

The Chief Executive Officer is responsible for managing the day-to-day operations of the hospital and its entities; establishing a system for assuring that high quality care is provided; assuring the sound fiscal operation of the hospital while promoting services that are produced in a cost-effective manner; ensuring compliance with regulatory agencies and accrediting bodies while continually monitoring the organization's service and delivery system; ensure optimal fulfilment of the institutions charter, mission and philosophy in response to the identified needs of the community. Responds to Medical Staff, employees and patients. In addition, the Chief Executive Officer will work closely with the Board of Directors and leadership of the Medical Staff in developing the strategic direction and major policies of the institution.

Specific Skills Required:

Understanding of and appreciation for the culture and environment associated with managing a complex service organization in a competitive, turbulent market driven atmosphere. Evidence of the ability to develop and work with involved, qualified Board members. Evidence of the ability to interact, relate to, work with, and support the activities of highly qualified, dynamic administrative staff, physicians as individuals and members of the organized Medical Staff. Knowledge and experience in establishing and/or developing productive relationships with clients and potential clients in the public and private sector. Ability to delegate responsibility to senior subordinates, allowing them the room to identify ways and means to accomplish specific goals and objectives.

Principal Duties & Responsibilities:

1. Develop and maintain a detailed 1-3 and 5 year strategic plan in coordination with the Board of Directors, Medical Staff, and senior management.
2. Establishes and attains challenging/achievable patient care, safety, education, and community service goals while ensuring financial viability.
3. Essential to the provision of community benefits as an expression of our charitable healthcare mission and purpose, each manager/supervisor is committed to the delivery of high-quality, compassionate healthcare and is further committed to supporting the strategic direction of community benefits within CHSDA and its affiliates.
4. Ensures accountability for demonstrated commitment to improving community health status and addressing societal issues that contribute to poor health, as well as personally working for the betterment of the community—at-large.
5. Ensures the attainment of hospital objectives through the selection, development, organization, motivation, management, evaluation, and promotion of human resources and through the establishment and maintenance of facilities, equipment, supplies and other required sources.
6. Establishes and maintains communications and relations with the senior management and Medical Staff and supports the development of business ventures with them, individually and collectively, that promote cooperation and coordinated effort in accomplishing mutual goals.
7. Complies with regulations governing hospitals and the rules of accrediting bodies, and represents the hospital in legal matters.
8. Ensures that the hospital's products and services are produced in a cost-effective manner.

9. Ensures that Community Benefits programs are appropriately determined and effectively administered.
10. Fosters a smoothly functioning, efficient organization through anticipating problems and the timely and effective resolution of disruptions.
11. Conducts all of the above consistent with established ideals, standards and policies of the corporation and the ethics of the profession of hospital administration.

Teamwork/Customer Service Requirements:

1. Customer Service Values and Behaviours:

1.1 Value: Each person is treated with respect, dignity, fairness and compassion.

Behaviour: Performance is acceptable when everyone is promptly greeted with a smile in a warm and caring manner using the person's name whenever possible. No matter how I feel, I display a caring attitude.

1.2 Value: Each person displays loyalty and pride in the Community Hospital of SDA and upholds the confidentiality of patients, visitors, physicians, and co-workers.

Behaviour: Performance is acceptable when concerns/problems with fellow employees and customers are not discussed with anyone other than the person involved or the supervisor. Customer issues and ideas are listened to and appropriate follow-up occurs to create a satisfied customer. I do not make excuses. I do not demean other people or departments.

1.3 Value: Each person demonstrates commitment to open communication.

Behaviour: Performance is acceptable when openness and acceptance of constructive criticism occurs. Positive communication occurs by complimenting and expressing appreciation to others. I will listen and encourage others to express ideas and opinions.

1.4 Value: Each person demonstrates pride in the physical appearance of all CHSDA properties.

Behaviour: Performance is acceptable when the initiative is taken to maintain a clean and safe environment. I conduct myself in a manner which respects and preserves equipment and the physical plant. I do not walk by spills, trash or unsafe conditions without assuring that they are attended to promptly by myself or appropriate personnel.

Personal Qualities:

Professional and businesslike in demeanour; honest and of high integrity; self-confident; assertive; excellent negotiator; able to conceptualize and grasp the "big picture"; results oriented "hands-on" manager; energetic and enthusiastic; intelligent; articulate; diplomatic; flexible; a good listener who is open to new ideas; straightforward; and a "team player".

Education, Experience and Background:

1. Master's Degree in hospital administration, public health, business administration or management, or related field is required.
2. Minimum of five years experience as a chief executive or operating officer, or as a senior level executive of an acute-care hospital.
3. Demonstrated expertise in strategic planning, financial stewardship, and operational leadership
4. Deep commitment to and alignment with the faith-based mission, values, and Christian ministry principles of Adventist healthcare organizations
5. Ability to oversee and manage financial budgets and business/strategic planning.
6. Ability to work independently and handle a multi task environment.
7. Strong customer service skills.
8. Strong organizational skills.
9. Strong communication skills: oral and written.
10. Proficient in PC skills in a window environment (Microsoft word, excel and power-point at a minimum) and email programs.

Authority & Accountability:

Authority is delegated by the Board of Directors and the employee is Accountable to the Board of Directors. He or she is responsible to the corporate body for Administration of the Hospital in harmony with the beliefs of the Seventh Day Adventist Church.

Application closes September 30, 2026

Applications received after the deadline date will not be considered. The Community Hospital of Seventh-day Adventist would like to thank all applicants for their interest. Please note, however, that only shortlisted candidates will be acknowledged or contacted.