

Terms of Reference (ToR)

Position Title: Chief, Department of Clinical Services

Division: National Medical Services

Organization: Ministry of Health, Royal Government of Bhutan

Duty Station: Thimphu, Bhutan

Reports To: Director, Department of Clinical Services, National Medical Services

Supervises: Program Officers, Technical Advisors, and Departmental Staff

The Chief of the Department of Clinical Services (DCS) provides strategic leadership and technical oversight in the planning, coordination, implementation, and evaluation of clinical and hospital services across Bhutan. The Chief ensures that quality, accessible, and equitable clinical services are delivered in line with national health goals, policies, and international standards. These include:

1. Manage daily functioning of the division
2. Ensure seamless clinical service delivery in all health facilities across the country in both allopathic and traditional medicine.
3. Monitor and track progress on the implementation of planned activities and utilisation of budget of the division
4. Facilitate and provide technical and administrative supervision to subordinate officials for the planning, implementation and completion of activities
5. Supervise the preparation and guidance on any plans/projects/activities within the department.
6. Assign jobs to subordinate officials
7. Plan and co-ordinate stakeholder consultations with regard to planned activities of the Division for harmonisation and synchronisation
8. Oversee and evaluate the performance of subordinate officials
9. Appraise and update higher authorities on issues pertaining to the Division
10. Manage and monitor all externally funded projects assigned to the Division
11. Plan human resource requirements and capacity building of the Division
12. Lead planning, recruitment/mobilization, deployment, transfer and attrition of all health workforces
13. Establish mechanisms for technical and career mentorship and growth.
14. Plan and manage health care services and health infrastructures in all health centres in the country
15. Formulate 5-year plan, annual work plans, budgets and proposals for sustainable management of health technologies in the country

16. Coordinate preparation and publication of relevant reports of the Division
17. Coordinate development of standard operating procedures, guidelines, manuals and other standards pertaining to management of medical equipment in the country
18. Participate and represent the Division and Ministry in relevant national, regional and international platforms.

2. Key accountabilities

1. Strengthen and Expand Quality Clinical and Diagnostic Services
2. Enhance Access to Specialized and Emergency Services
3. Improve Systems and Governance for Service Delivery and Patient Care
4. Seamless clinical service delivery in all health facilities across the country in both allopathic and traditional medicine.
5. Provide Leadership, direction and strategic guidance for the effective operation of Health Help Center (112 service)
6. Supervise, mentor, and build the capacity of the Emergency Call Center team-112 (call handlers, dispatchers, supervisors).

3. Qualification

Bachelor's Degree with experience in management or any programs at national level.