



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

**We invite applications for the following position:**

## **BUSINESS COORDINATOR**

### **Oncology Unit**

**Salary range: CI\$52,296 - CI\$70,344 per annum**

**The Business Coordinator provides business support and customer service to the manager, staff, and patients of the Critical Care Unit.**

**Primary Responsibilities:** The successful candidate is responsible for receiving and directing visitors and calls at the nursing station. This includes registering patients for direct admissions, coordinating post admission appointments as well as patient transport between patient care areas. Postholder receives and delivers patient's dockets to the unit, input data to various spreadsheets, including admission and classification data. The postholder monitors the daily revenue cycle and review revenue generated for completeness and accuracy. Also creates internal requisitions (IRs) and new item forms for signature for the Procurement Department. Assists with budgetary preparation, procuring quotes for capital items and completes paperwork for all incoming equipment and capital requests.

**Qualifications and Experience:** The successful candidate should possess an Associates' Degree in Business Administration with three (3) years' experience in a customer service role OR High School Diploma with five (5) years' customer service experience in an office environment. Demonstrated proficiency in the use of written and spoken language and conversant in the use of clinical and other equipment utilized in the department. Must be proficient in the use of Microsoft Word and Excel. Postholder must be able to exhibit a caring and compassionate attitude transcending diversity of religion, race, culture, sexual orientation, and diagnosis.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidate.**

**NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to [hsa.jobs@hsa.ky](mailto:hsa.jobs@hsa.ky) using pdf format. Log on to our website at [www.hsa.ky](http://www.hsa.ky) to access Application Form and Job Description.**

**Application deadline: March 22, 2026**

*Committed to Caring for You*

## Job Description

|                   |                             |                   |                      |
|-------------------|-----------------------------|-------------------|----------------------|
| <b>Job title</b>  | <i>Business Coordinator</i> | <b>Job Holder</b> |                      |
| <b>Reports to</b> | <i>Nurse Manager</i>        | <b>Section</b>    | <i>Oncology Unit</i> |

### Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 127-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

### Job purpose

The post holder provides business support and customer service to the manager, staff, and patients of the unit.

### Dimensions

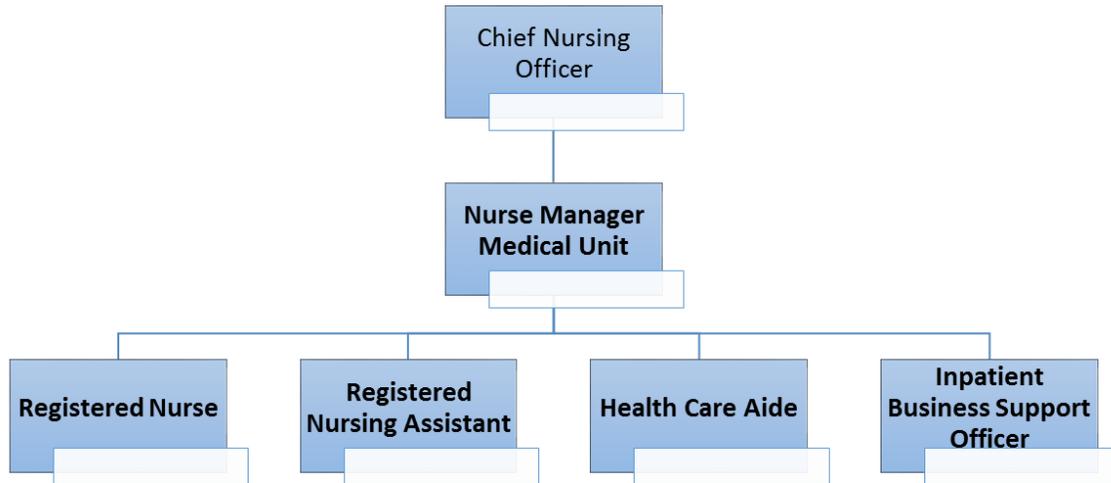
- The post holder has no budgetary responsibility
- The post holder has no supervisory responsibility

### Duties and responsibilities

1. Provides receptionist and secretarial services for the department
  - Receives and directs visitors and calls at the nursing station
  - Coordinates patient transport between patient care areas
  - Retrieves/delivers patient’s dockets to medical record
  - Inputs data entries to various spread sheets, including admission and classification data
  - Coordinates post admission appointment through appointment department.
2. Procurement
  - Sourcing equipment from specifications provided
  - Creating IRs for signature
  - Following IRs through the procurement process
  - Stock unit with office and dietary supplies
  -
3. Revenue controls
  - Monitors and applies daily room charges
  - Reviews revenue generated for completeness and accuracy
  - Liaising with Nurse Manager for corrections identified
4. Budgeting
  - Assist with budgetary preparation, procuring quotes for capital
  - Assist with the monitoring of material management reports

- 5. Fixed asset/ Capital
  - Complete the paperwork for all incoming equipment

## ORGANISATION CHART



### Qualifications, Experience & Skills Requirement

#### Education and Experience Requirements:

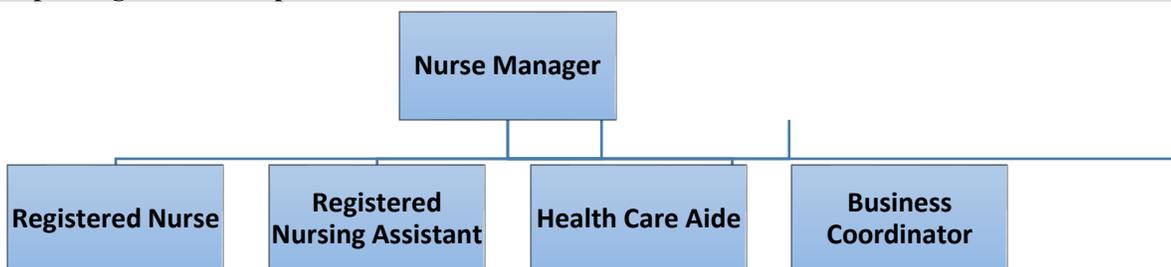
- Associates' Degree in Business or equivalent with three (3) years' experience in a customer service role
- OR High School Diploma with five (5) years' customer service experience in an office environment.

#### Performance Requirements:

#### Skills and abilities:

- Have demonstrated proficiency in the use of written and spoken language;
- Be proficient in use of Windows applications
- Be conversant in the use of clinical and other equipment utilized in the department.
- Exhibit a caring and compassionate attitude transcending diversity of religion, race, culture, sexual orientation and diagnosis.

### Reporting Relationship



## Supervision of Others

- Has no supervisory responsibilities

## Other Working Relationships

- Unit Manager
- Clinicians
- Biomed
- Statistics
- Patient Financial Services
- Compliance Officer
- Procurement
- Materials Management
- Director of Nursing

## Decision Making Authority and Controls

The postholder has no decision-making authority.

## Working conditions

Regular hours

## Assignment and Planning of Work

The workload and assignments are determined by unit occupancy and patient complexity.

## Problem/Key Features

- Noise and distraction in the work area

|                             |                            |
|-----------------------------|----------------------------|
| <b>Approved by:</b>         | <i>Director of Nursing</i> |
| <b>Date approved:</b>       | <i>March 2026</i>          |
| <b>Reviewed:</b>            |                            |
| <b>Next Review</b>          |                            |
| <b>Employee's Sig/Date:</b> |                            |
| <b>Manager's Sig/Date:</b>  |                            |