



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:

EXECUTIVE SECRETARY

Medical Director's Office

Salary range: CI\$42,444 to CI\$57,036 per annum

To provide professional secretarial and administrative support to the Medical Director, Chief Medical Officer and other Clinicians as required.

Primary Responsibilities: the successful candidate provides high-level administrative support to the Medical Director, Chief Medical Officer and senior clinicians, managing complex diaries, meetings, correspondence and confidential medico-legal records. The candidate serves as a minute secretary for governance meetings and coordinates medical boards, clinical privilege applications, recruitment and placement of interns/overseas students. Liaises with internal departments and external organizations, exercising exceptional discretion and judgment when handling sensitive information, communicating effectively, and working independently under pressure.

Qualification & Experience: The successful candidate must possess an Associate Degree or Secretarial Diploma, with a minimum of three (3) years' experience at an executive secretarial or personal assistant level supporting senior management OR five (5) years direct working experience at executive/secretarial level. Candidates must be mature, experienced professionals able to handle highly sensitive and confidential information. The candidate should have excellent typing skills and advanced proficiency in Microsoft Office applications, particularly Word and Excel, are essential. The role requires exceptional written and verbal communication skills, strong organizational ability, attention to detail, and the capacity to manage competing priorities in a fast-paced environment. Candidates should have strong interpersonal skills, sound judgment, initiative, and the ability to work independently under pressure are critical. Experience in a healthcare or clinical environment, familiarity with medical terminology, and the ability to deal tactfully and compassionately with distressed individuals would be an asset.

A remuneration and benefits 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 using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Deadline for post: March 1, 2026

Committed to Caring for You

Job Description

Job title	Executive Secretary	Job Holder	
Reports to	Medical Director	Section	Physicians Services

Background Information

The Cayman Islands Health Services Authority is a full service 24 hour provider of health care services in the Cayman Islands, working across multiple sites.

The Postholder shall assist the Medical Director, Chief Medical Officer and other Clinicians to ensure smooth running of the office.

Job purpose

To provide professional secretarial and administrative support to the Medical Director, Chief Medical Officer and other Clinicians as required.

Able to handle internal and external contacts with high levels of customer service, tact and sensitivity.

Assist in the absence of the Medical Secretary.

Liaise closely with other secretaries in the organization as needed.

Dimensions

Postholder is responsible for the maintenance of Confidential Medico-Legal Files. Must liaise with various sections of the Health Services, Government/non-government organizations and international organizations and other professional bodies on behalf of the Medical Director, Chief Medical Officer and other clinicians as needed.

Postholder does not supervise any other staff.

Postholder has no budgetary responsibilities.

Duties and responsibilities

- Deal with all correspondence to the Medical Director and Chief Medical Officer, which include coordinating the Medical Director's diary and making appointments for the Chief Medical Officer as necessary.

- Coordinating meetings as necessary for the Medical Director and Chief medical Officer.
- Answer and screen all telephone calls, provide assistance, take messages and transfer calls where necessary.
- Work closely with the overseas referral office with regards to any issues involving the Chief Medical Officer.
- Type/Draft letters/memos for the Medical Director, Chief Medical Officer and other clinicians.
- Responsible for the creation and maintenance of the filing system, updating as needed.
- Ensure office is equipped with necessary stationery at all times.
- Record all incoming/outgoing correspondence of both the Medical Director and Chief Medical Officer.
- Maintaining vacation leave records for the Physicians, and other staff members falling under the supervision of the Medical Director. Keeping record of public holidays worked by Physicians.
- Keep record of education leave requests, once signed by the Medical Director, a copy is returned to the individual requesting leave.
- Assist with the employment of Medical Intern; organizing interviews, liaising with candidates and compiling required HR documentations.
- Minute secretary for monthly Medical Staff meetings and monthly Clinical Head of Department Meetings.
- Responsible for dealing with applications for Clinical Privilege, ensuring that the proper documentations are in order and opening new file for applicant.
- On a regular basis update the list of private physicians with privileges at the H.S.A. and forwarding same to the various sections.
- On the directives of the Medical Director and Chief Medical Officer arrange Medical Board for employees of both Government and Health Service Authority. Issuing the necessary notices and contacting patient advising them of the meeting once this has been arranged. Prepare certificate once the recommendation of the board has been delivered.
- Preparing internal requisition for Medical Boards completed, which is submitted to Finance for payment to doctors involved in the Medical Boarding.
- In the absence of the Medical Secretary arrange roster for specialist visits to Faith Hospital, liaising with Faith Hospital as necessary. Ensuring reservations are made and tickets collected according to rota. Prepare and disseminate physicians monthly on-call rota. Type/draft letters, police statement and medical report for clinicians.
- Liaise with the Continued Medical Education Co-Ordinator regarding lectures in order to make all the necessary arrangements. This entails being in contact with hospital, local and overseas presenters, disseminating information, liaise with the IT team as necessary, ordering of refreshment on a need to basis and preparing certificates.
- Assist with the placement of overseas medical student carrying out their medical electives at the H.S.A.
- Perform any other duties as directed by Supervisor within the scope of duties.

Qualifications, Experience & Skills Requirement

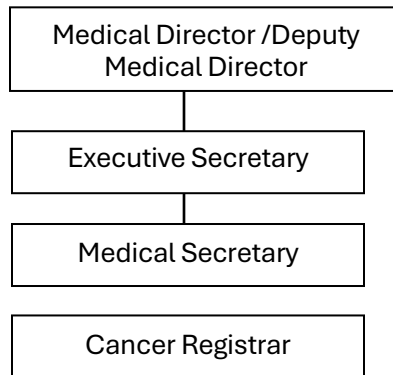
The successful candidate must possess an Associate Degree or Secretarial Diploma, with a minimum of three (3) years' experience at an executive secretarial or personal assistant level supporting senior management OR five (5) years direct working experience at executive/secretarial level.

Must possess excellent typing skills. Have an excellent working knowledge of Microsoft Word, and Excel is required.

Must have exceptional written and oral skills, self-motivated with initiative, strong organizational skills and attention to detail. The candidate must demonstrate the ability to handle highly sensitive and confidential matters with discretion, while effectively managing multiple priorities and meeting established deadlines.

Must be flexible, mature, responsible, and possess good telephone manners in order to deal with a large number of clients who contact Nursing Administration for various reasons.

Reporting Relationship



Direct reports

Postholder reports directly to the Medical Director

Other Working Relationships

The post-holder must liaise with Government Departments, Private Physicians, Hospital Staff, Insurance Companies, Law Firm, Patients and relatives regarding complaints/reports etc.

When required, liaise with overseas hospital and staff on behalf of the Medical Director, Chief Medical Officer and other medical officers.

Work closely with the Overseas Referral office pertaining to Chief Medical Officer issues.

Decision Making Authority and Controls

The postholder makes decisions within the scope of her duties, therefore is provided with the opportunity to use own initiative but consistent with hospital policies and guidelines

Postholder makes decisions in setting up appointments and arrangements of meeting for the Medical Director, Chief Medical Officer and other Medical Staff Members as are sometimes necessary.

Working conditions

Postholder can be verbally abused by patients and relatives especially when dealing with CMO customers.

Physical requirements

The job requires a high degree of walking.

Postholder is able to stand, bend and lift up to 30 pounds when dealing with filing.

Problem/Key Features

This job involves good organizational skills as there is contact with a wide cross section of the public and many categories of staff. Therefore, the postholder must have a pleasant personality, possess the ability to remain calm and be very tactful in dealing with various situations and people.

Arranging a full calendar for the Medical Director and working closely with the overseas referral office with regards to any issues involving the Chief Medical Officer.

Evaluation Metrics

Punctuality
Interpersonal, Organizational and typing skills
Medical Terminology
Knowledge and experience of the job
Communicating skills
Maintaining trust & Confidentiality
Acting with honesty and integrity

I _____ agree to the duties outlined in this job description.

Approved by:	<i>Dr. Delroy Jefferson, Medical Director</i>
Date approved:	30 November 2025
Reviewed:	30 January 2026
Next Review	
Employee Signature/Date:	
Manager Signature/Date:	