



Job Description

Job title	Infection Control and Quality Manager (Faith Hospital)	Job Holder	
Reports to	Director Sister Islands Health Services (DSIHS)	Section	Faith Hospital

Background Information

The Cayman Islands Health Services Authority (HSA) provides and administers healthcare services and public health functions for the residents of the Cayman Islands, guided by the organization's strategic plan and aligned with the National Strategic Plan for Health.

Faith Hospital, an 18-bed critical access hospital, along with the Little Cayman Clinic, delivers healthcare services to residents of the Sister Islands. The hospital also supports ancillary and community health services for a wide range of patients.

This position is pivotal in ensuring the effective functioning of infection control, quality assurance, and risk management programs, with direct oversight of Environmental Services Workers and a focus on maintaining the highest standards of care, safety, and patient satisfaction.

Job Purpose

- Lead and coordinate the planning, development, implementation, and reporting of quality assurance, risk management, and infection control programs for Faith Hospital and the Little Cayman Clinic.
- Supervise Environmental Services Workers and oversee daily environmental health operations.
- Monitor and implement infection prevention and control measures to prevent hospital-associated infections.
- Advise and support senior management in assessing, improving, and ensuring compliance with quality and safety standards.
- Investigate incidents and adverse events, develop risk minimization strategies, and provide timely reporting to the Director, Sister Islands Health Services (DSIHS).

Dimensions

- **Supervision:** Directly supervises 8 Environmental Services Workers.
- **Collaboration:** Works closely with clinical and non-clinical staff across departments and liaises with the Infection Prevention Team, Risk Management Committee, and Quality Team at Cayman Islands Hospital.
- **Scope:** Supports infection control, quality improvement, and risk management initiatives for Faith Hospital and Little Cayman Clinic.

Duties and Responsibilities

Infection Control

1. Oversee infection surveillance activities, including tracking hospital-associated infections and investigating outbreaks.
2. Collaborate with the Infection Control Team to develop and update infection prevention policies and protocols.
3. Provide training and advice to staff on infection prevention and control practices, including proper isolation techniques.
4. Monitor and ensure compliance with health and safety standards to prevent workplace accidents and injuries.

Quality Assurance & Risk Management

1. Lead the development and implementation of quality improvement initiatives and risk management strategies.
2. Identify and analyze incidents, adverse events, and potential liabilities, recommending corrective actions to reduce risk.
3. Monitor and report on key quality metrics, such as patient satisfaction, medication errors, and hospital-associated infections.
4. Collaborate with senior management to review and improve hospital policies, procedures, and practices in line with international healthcare standards.
5. Investigate and report any practice, incident, or condition that may pose physical, legal, or fiscal risks to patients, staff, or the HSA.
6. Provide monthly, quarterly, and annual reports on quality and risk management activities to senior leadership.

Supervision of Environmental Services Workers (ESW)

1. Manage the Environmental Services Workers team, including scheduling, training, and performance evaluation.
2. Ensure ESW compliance with infection control and safety protocols in all cleaning and maintenance activities.
3. Develop and implement environmental health policies to maintain a safe and clean healthcare environment.

Health and Safety Compliance

1. Conduct regular safety inspections, organize fire drills, and lead health and safety training sessions. Ensure compliance with Cayman Islands' occupational safety laws and international safety standards (e.g., OSHA or WHO guidelines).
2. Investigate and recommend corrective actions for workplace injuries and incidents to minimize recurrence.
3. Actively participate in the Health and Safety Committee to promote a culture of safety.

Accreditation & Compliance Responsibilities

1. Leads and ensures compliance with all health and safety standards required for inspections by the Cayman Islands Health Practice Commission and Joint Commission International (JCI) surveyors.
2. Acts as the lead coordinator for national and international accreditation and compliance inspections, working in collaboration with the Accreditation Manager at the main campus.

Education & Communication

1. Develop and deliver training programs on quality improvement, risk management, and infection prevention.
2. Provide orientation for new staff on quality and safety standards.
3. Communicate quality and risk management findings and updates to staff and senior management effectively.

Qualifications, Experience & Skills Requirement

Education & Licensure:

- Bachelor's degree in nursing or a healthcare-related field.
- Current licensure/registration with a recognized Nursing Council and the Cayman Islands Health Practice Commission.
- Certification in Risk Management (e.g., CPHRM) or Quality Improvement (e.g., Lean Six Sigma) is desirable.

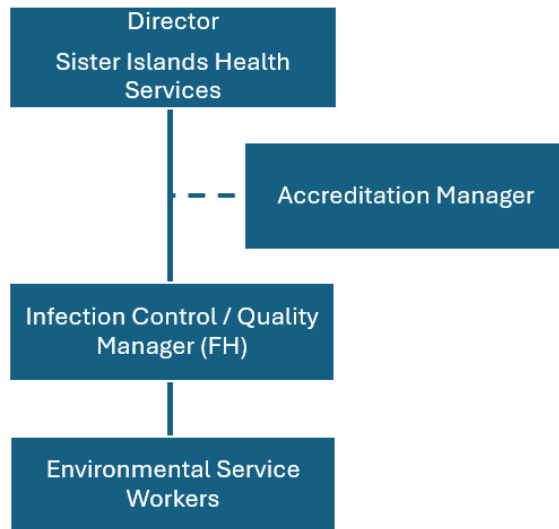
Experience:

- At least five (5) years of progressively responsible leadership experience in a healthcare environment.
- Certification in Infection Control or completion of an approved APIC Infection Control Course.
- Demonstrated experience in quality improvement, risk management, and infection control within a hospital setting.

Skills:

- Strong organizational, leadership, communication, and interpersonal skills.
- Proficiency in data analysis, report writing, and managing confidential information.
- Ability to develop and implement policies and lead training programs effectively.
- Familiarity with international healthcare standards and risk management principles.

Reporting Relationship



Direct reports

The post-holder is responsible for eight (8) staff members and manages the Environmental Services Staff, Infection Control, and Quality Assurance for the Faith Hospital and Little Cayman Health Clinic.

Other Working Relationship

The post-holder will liaise with all hospital and community staff across all disciplines to provide guidance and support for risk, quality, and infection control initiatives, as well as staff education.

Decision-Making Authority and Controls

- The post holder has access to data, records, and all information needed for monitoring, reviewing, and investigation.
- Reviews and recommendations for changes in policies and procedures
- Assists with the implementation of quality improvement and infection control initiatives.

Working Conditions

- Office-based role with responsibilities for facility inspections and surveillance of departments.
- Regular office hours: 8:00 AM – 4:30 PM, Monday to Friday, with occasional after-hours work for inspections and meetings.
- Requires standing for extended periods during inspections and surveillance activities.

- The post holder may be required to travel to Cayman Islands Hospital to attend infection control and health and safety committee meetings and to do the quarterly presentations.

Physical Requirements

The position requires the incumbent to stand for extended periods of time, for e.g. surveillance, and do repetitive tasks such as typing/computer-related tasks.

Problem/Key Features

- Coordination of quality improvement and infection control programs and initiatives in multiple functional areas with varying team dynamics.
- Proactively identifying gaps in infection control and risk management to align with Joint Commission International (JCI) accreditation requirements.
- Maintaining an accurate system of reporting data and program activities within a dynamic system undergoing multiple changes.
- Maintaining positive, patient-focused behavior throughout the facility, during the change process, with managers, supervisors, medical, and other staff.
- Postholders do not have a budget but make recommendations for quality improvement initiatives

Evaluation Metrics

- Reduction in hospital-associated infection rates compared to benchmarks.
- Timely reporting and resolution of incidents, complaints, and adverse events.
- Completion of agreed-upon training sessions and audits.
- Compliance with infection control and quality audit schedules.
- Demonstrated improvements in Environmental Services Workers' adherence to protocols as measured by regular evaluations.
- Improved patient satisfaction scores and reduced liability claims.

Approved by:	Director, Sister Islands Health Services
Date approved:	26/03/2026
Reviewed:	
Next Review	25/03/2028