



POSITION GUIDELINE			
Name of Employee		Year	2025
Job Title	Manager-Facility Services	Department	General Administration
Direct Report to	Chief Growth Officer		
Education	Graduate or Postgraduate Diploma/Degree in Management		
Knowledge, skills, abilities required	<ul style="list-style-type: none"> • Experience: Minimum 12–15 years of proven leadership experience in facility management, hospital operations, or allied services within a large-scale, multi-specialty, or tertiary care hospital. • Institutional Alignment: Demonstrated, deep-rooted understanding of BMCHRC’s internal operational dynamics, existing vendor landscape, and strategic vision. • Technical Knowledge: Thorough understanding of NABH guidelines, biomedical waste management rules, and infection control protocols in oncology/BMT settings. • Digital Fluency: Strong capability to adopt and enforce digital tools, hospital information systems (HIS), and paperless reporting frameworks. • Leadership Traits: High emotional intelligence (EQ), decisive crisis management skills, and the ability to train blue-collar workforces in soft skills and patient empathy. 		
JOB DESCRIPTION :			
1. Housekeeping & Infection Control (The Oncology Sensitivity)			
<ul style="list-style-type: none"> • Immunocompromised Patient Safety: Enforce the highest standards of sanitation with a specialized focus on high-risk zones, managing the expanded footprint of 30 ICU beds and 16 BMT beds. Ensure strict adherence to neutropenic precautions and sterile environment protocols. • Cytotoxic & Biomedical Waste Management (BMW): Oversee the flawless execution of BMW segregation, handling, and disposal, particularly the sensitive handling of cytotoxic waste, chemotherapy spills, and radiopharmaceuticals (aligning with the Institute of Precision Radiotherapy requirements). • Paperless Auditing: Lead the transition to 100% digital checklists and smart-tracking for restroom cleaning, room turnarounds, and deep-cleaning schedules. 			
2. Security & Attendant Management (The Compassion Sensitivity)			
<ul style="list-style-type: none"> • Empathetic Crowd Control: Train and manage the security force to handle highly stressed, emotional, or grieving family members with utmost dignity, compassion, and de-escalation techniques, while maintaining hospital decorum. • Asset & Access Control: Ensure strict access control to restricted areas (OTs, ICUs, BMT units, and Bunkers) to prevent cross-contamination and unauthorized entry. 			



- **Emergency Response & Code Management:** Coordinate security responses for Code Blue, Code Red (Fire), and other emergencies, ensuring clear pathways for rapid medical response.
- **VIP & Donor Protocol:** Ensure seamless, respectful coordination and security protocols for visiting dignitaries, trustees, and institutional benefactors.

3. Management of Outsourced Services (F&B, Laundry, Pest Control, Parking)

- **SLA & Contract Enforcement:** Drive stringent Service Level Agreements (SLAs) with all third-party vendors. Conduct regular digital audits to ensure compliance, penalizing lapses and rewarding excellence.
- **Dietary & F&B Hygiene:** Work closely with the clinical nutrition team to ensure outsourced F&B vendors maintain impeccable hygiene, recognizing the dietary vulnerabilities of cancer patients.
- **Linen & Laundry Integrity:** Ensure outsourced laundry services maintain absolute compliance with infection control standards for handling soiled, infected, or blood-stained linen.
- **Traffic & Parking Flow:** Manage valet and parking operations to ensure smooth ambulance access and stress-free arrivals for patients with limited mobility.

4. Strategic Scaling & Quality Accreditation

- **Capacity Expansion Readiness:** Proactively scale manpower, vendor contracts, and physical resources to seamlessly integrate the upcoming 150-bed expansion without any disruption to existing patient care.
- **Digital NABH Compliance:** Serve as the functional lead for ensuring all housekeeping, security, and facility management protocols meet and exceed Digital NABH accreditation standards.
- **Cost Optimization:** Implement Activity-Based Costing (ABC) principles where applicable to ensure optimal utilization of outsourced manpower and consumables without compromising care quality

Prepared by:

Approved by:

AM-HR

Chief Growth Officer

I have read and clearly understood the above job description and I assure you that I will put in my best efforts to follow it.

Signature of Employee

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Bhagwan Mahaveer
Cancer Hospital & Research Centre
(Managed By K.G. Kothari Memorial Trust)