** Shinu Chacko Thomas**| Mob No:- **8111818445**

[Shinu.an143@gmail.com](mailto:Shinu.an143@gmail.com).

Hospital Administration | Patient Care Management | Public relations |

Workforce Management

**6 + Years’ Experience | Masters in social Work**

**Personal Brief** : A highly skilled, talented and accomplished Individual with diverse knowledge of providing health care administrating services in major health care hospitals. Seeking a position in hospital administration to utilize my skills and abilities in a renowned health care center.

**CORE COMPETENCIES & FORTE**

* Ability to perform tasks as per the policies and procedures of the organization
* Possess good management and supervisory skills
* Familiar with basic principles of financial management.
* Possess excellent communication skills
* Ability to hire and recruit administration staff
* Familiar with operating systems like Microsoft Word, Excel, PowerPoint and the hospital management packages,
* Possess quick decision making and problem solving skills
* Ability to develop and maintain good relationship with staff
* In-depth knowledge of patient care , counseling & workforce management.

**SCHOLASTICS & CERTIFICATIONS**

* **Master of Social Work–Medical & Psychiatry** | 2011 | Mahatma Gandhi University, India
* **Bachelor of Social Work** | 2009 | Bharathiar University

**ORGANISATIONAL SCAN ( 4 Yrs Experience )**

**Public Relation Officer** | Poyanil Hospital Kozhencherry,Kerala | India | March 2011 to Dec 2014

**Assistant Administrator**| Bodhi Hospital (P) Ltd Elavumthitta,Kerala, | India | Jan 2015 to April 2015

**Public Relation Officer** | St. John’s Hospital Kattappana, Kerala | India | Sep. 2015 to till date

St. John’s hospital is managed by the Hospitaller Brothers of St. John of god, today has grown to a tertiary level 450- bedded multi – specialty hospital, with nighteen clinical disciplines. St John’s hospital, providing progressive out patient and inpatient care with departments of. Anesthesiology, Cardiology, Dermatology, ENT, General medicine, General surgery, Neonatology, Neuro surgery, Gynecology, Orthopedic, Pediatrics, Psychiatry, etc. The hospital also have a accredited Nursing courses and college of paramedical Sciences.

**Roles & Responsibilities :**

**Public Relations Management :**

1. Scripting, editing, and arranging production of newsletters, in-house magazines, pamphlets, , corporate profiles and submissions.
2. Planning and managing the production of publicity brochures, direct mail leaflets, handouts, photographs, promotional videos, films, and multimedia programs.
3. Assisting in preparing organizational documents and visual aids, and making public presentations.
4. Supervising production of visual (such as film and video), audio, and electronic materials
5. Organizing events such as visits, press tours, open days, Doctors conferences, exhibitions, and functions.
6. Managing the Hospital’s response to crucial issues and in times of crisis. Also, responding to enquiries from the public, media, and other organizations.
7. Keeping an eye on public opinion about Hospital or specific issues, and planning public relations programs including the preparation of cost budgets.
8. Developing and implementing communication strategies for hospital, and advising management on communication issues and strategies.
9. Grievance redressal.

**Hospital Administration :**

* Provided training to the juniors and oriented them with hospital rules and regulations
* Coordinated with the suppliers and doctors and ensured that a good relationship is maintained
* Supervised the performance of the hospital and developed new strategies to improve performance standards.
* Responsible for developing innovative policies and procedures for the organization.
* Monitored and supervised the daily operations of Executive Health Checkup unit.
* Handled the tasks of implementing plans for health programs, services and quality initiatives
* Prepared daily report of the staff and updated the same to the senior management.
* Handled the tasks of generating health services and medical programs for rehabilitation, research and community health services.
* Analyzed and reviewed the activities of health care staff as well as improved the utilization of services
* Coordinated in the activities of nursing, clerical, technical and mobile unit.
* Performed other administrative tasks as per requirements.
* Ensured efficacy of shifts, personnel services and existing policies of health care facility and mobile unit
* Prepared and collated daily activity reports to monitor progress, and ensure that implementation plans are on-target.
* Improved service levels by conducting reviews and collating customer feedback and altogether analyze facility activities
* Scheduled staff rounds and assignments

**Professional Memberships & Associations**

* Producer & creative Anchor of National Conference on HIV/AIDS, the National level Seminar Organized by IGNOU at Marian College Kuttikkanam.
* Organized Spectra’11 the National Level Social work students meet and work shop with the theme of “Resilient Youth for Resilient Society” on Feb. 24-25,2011 at Marian College Kuttikkanam
* Designed & Conducted a National Seminar on “Child Rights and Millennium Development goals:
* Role of Social Work profession” on March 8-9, 2010 at Marian College Kuttikkanam.
* Nominated for International Conference on Environment, livelihood & human rights organized by Madras Christian College, Tamil Nadu.
* Active member in the workshops detailing statistical package for social science.
* Volunteering Experience in state level social workers meet.

**Community Practises**

**Practise** : Place: Ayyappancovil Gramapanchayath, Kerala (field practicum in Community setting)

**Practise** : Place: Peermedu Gramapanchayath, Kerala (field practicum in Child & Family)

**Practise :** Place: MOSC Medical College Kollencherry, Kerala (field practicum in Psychiatric ward and in De Addiction Centre)

**Practise** : Place: Kidwai Memorial Institute of Oncology (Medical Social Work Setting )

***Personal Vitae:***

***Linguistics :*** English | Malayalam | Hindi | Tamil *Read –Write – Speak*

**DOB** : 25th March 1988 | **Married** | **Passport No** : M 4444473 |

**Reference :** Mr.Jeesmon Baby (Public Relation Officer) St. John’s Hospital Kattapana Ph – 8606137779

Bro. Baiju Valluparampil ( Asso. Director) St. John’s Hospital Kattapana Ph – 9400250555