

POSITION DESCRIPTION

Title:	Ambulance Communication Centre (ACC) Team Leader	Location:	Abu Dhabi
Department:	Operations	Reports to:	Operations Manager
Prepared by:	CAMO	Date:	January 2013

Overall Purpose:

A Health Professional Team Leader responsible for the supervision and management of staff and systems in the Ambulance Communications Centre in accordance with company vision, mission, objectives, policies, and procedures.

Roles and Responsibilities

The roles and responsibilities of the ACC Team Leader:

- Motivate, encourage and manage a team of Emergency Medical Dispatchers (EMDs), by fostering and supporting an environment of learning and mentoring to further develop employees
- Have a thorough understanding of Call Taking and Dispatch processes and take emergency calls and dispatch resources as required
- Provide clinical leadership and direction to Call Takers by overseeing the Criteria Based Dispatch (CBD) call taking process
- Provide tactical leadership and direction to Dispatchers by overseeing all aspects of the Dispatch process
- Provide decision making oversight to EMTs in the field, by assisting with clinical and tactical decision making
- Work closely with internal stakeholders, such as Area Managers, operation managers, and Executives, to deliver high quality emergency medical services to clients
- Work closely with external stakeholders, such as Police, Civil Defense, Medical and Nursing staff, CICPA Management and Helicopter Operators to deliver high quality emergency medical services to clients
- In the event of a Mass Casualty Incident (MCI), or major event/disaster, liaise with senior operations managers on the appropriate response and required resources for an effective medical response
- Develop and maintain staff rostering, ensuring effective management of staff leave, to ensure 100% contract service delivery and to report to the Head of Section on matters as required
- Ensure subordinates adherence to and compliance with all company and client policies and procedures and, where necessary, take corrective action outlined in NA Disciplinary Policy
- Review and audit Call Taking and Dispatch processes for quality assurance purposes and mark against established KPI's. Develop strategies to improve staff performance, patient outcomes and service delivery
- Complete, maintain and take action on all documentation submitted and required under NA QHSE manual and systems
- Perform other duties as required

QHSE & BC:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Business Continuity (BC) Improvement
- Participate in QHSE & BC Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents or complaints

Professional and Academic Expertise

- Paramedic qualifications and practice at ILS or ALS level
- Fluent in English, both written and oral
- Computer skills with experience of using integrated word processor, spreadsheets and presentation software. Ability to successfully use e-mail server both client based and web-based
- Demonstrable critical thinking and solution based decision making with an understanding of recording and disseminating information
- Ability to communicate with all internal and external stakeholders in an appropriate manner using all available communication technology
- Evidence of people leadership skills and/or management experience
- Good interpersonal communication skills
- Good record keeping skills and ability to accurately and thoroughly document events
- Log keeping experience
- Ability to remain calm and controlled at all times.
- Ability to adapt to new cultures and secure a good working understanding of working in the Middle East

Chief Administrative Medical Officer

Change Brief

Version No.	Date	Changes
1	2013	New PD
2	October 2014	Updated PD
3	December 2014	Revised PD - Minor wording changes and new clauses
4	October 2016	Change of department
5	July 2019	Due to review no changes.
6	November 2019	Updated reporting line manager Replace supervisor to Operation Manager
7	January 2022	Revised from CAO to CAMO COO Removed, Added Operations Director

Review & Approval:

(Chief Administrative Officer)



ACC Team Leader
January 2022

HRP511
Version 7