

POSITION DESCRIPTION

Title: Operations Director	Location:	Abu Dhabi and Northern Emirates
Department: Operations	Reports to:	Chief Operations Officer
Prepared by: CAMO	Date:	October 2021

Overall Purpose:

The Director Operations is responsible for the successful operational, functional readiness and performance of National Ambulance (NA) Operations within UAE .

The Operations Director is also responsible for the monitoring of operational performance, development and implementation of the operational processes and plans in compliance with the NA strategic plan, policies and procedures to ensure delivery of best EMS practice as per the national and international standards

Roles and Responsibilities

The roles and responsibilities of the Operations Director:

- Advise the Executive team on key operational issues and provide recommendations on important operational decisions.
- Lead and manage the Operations Management Team and all operational assets/resources
- Manage the quarterly operation report to the Executive team utilizing operation's KPI reporting systems
- Implement and deliver operational plans for each project as allocated by the Executive team
- Effectively manage and maintain the implementation of all NA policies, procedures and objectives, continuous quality improvement objectives, QHSE, JCI, ISO, DOH/MOH regulations and guidelines and infection control standards in the performance of operations.
- Monthly meeting with the Chief Administrative and Medical Officer to discuss the challenges related to the resources and the clinical findings.
- Ensure that the requested resources including human resources, equipment, vehicles, etc. meet the contract/event requirements to avoid excess or shortage of resources.
- Participate in the review of the new client request of EMS services and ensure that the service to be provided is within the scope of practice.
- Ensure the implementation of Asset management policy and procedures within the operations including the custody handover process.
- Liaise with the clinical services to ensure that all clinical staff are licensed, privileged and fit to practice.
- Act as NA interface with operations stakeholders, and develop and maintain strong working relationships with them by conducting regular business meetings and operations reviews and report areas of concerns to the Executive team.

- Responsible to participate in the annual budget planning related to Operations.
- Ensure shift rosters and staff leave are quarterly shared with HR, taking into consideration the coverage of operational requirements.
- Develop action plan to close the clinical and non-clinical audit operational findings.
- Participate in the periodic strategic plan.
- Develop and maintain close and effective working relationship with the education department to ensure operation staff maintain high clinical competency level.
- General monitoring of over-all operations and conducting regular meetings with operations managers/supervisors and staff
- Ensure implementation of the NA Time and Attendance policy and the NA Disciplinary Policy within operations and report any violations to HR.
- Ensure all support-department heads are fully informed of operational objectives & requirements
- Facilitate successful Emiratization across all levels of Operations as per Emirati Career Roadmap
- Provide on scene clinical support or on scene command and control at MCIs (Scene Commander)
- Complete all the required training courses and the CMEs as per the license and privilege category.

QHSE & BC :

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System and Business Continuity (BC) Compliance and Improvement
- Participate in QHSE and BC Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents or complaints.
- Identify and appoint reporting staff for QHSE and BC investigations
- Demonstrate viable and active leadership that engages Employees to practice QHSE and BC applications.

Professional and Academic Expertise

Qualifications/ Licensure/ Registration

- MBBS or Bachelor's Degree in Paramedic Science/ intensive care
- Master's degree/ Business-related Specialty (preferable)
- DOH/MOH License
- Advanced AHA, NAEMT Provider Courses
- AHA, NAEMT Instructor Certifications (Preferable)
- Driving License

Experience

- International experience in prehospital care
- 10 years' experience in Emergency Care, 5 years of which should be in pre-hospital with minimum 2 years in senior management position
- Work experience in Aeromedic (preferable)

Language Skills

- English: verbal, reading, and writing proficiency

- Arabic: Verbal, reading, and writing proficiency (preferable)
- Computer Skills: Advanced computer skills, including MS Word, Excel , PowerPoint and Outlook programmes

Key Competencies

- Ability to adapt and perform duties in multicultural society
- Model company leadership values and behaviours
- Demonstrate good communication and interpersonal skills; to be professional in interaction with staff, colleagues, stakeholders and the public
- Ability to communicate verbally via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Demonstrate critical thinking and decision making in stressful situations.
- Ability to function efficiently throughout an entire work shift without interruption

Reviewed by:

HR & Corporate Services Manager

Change Brief

Version No.	Date	Changes
1	November 2021	New PD

Approved by

Chief Administrative Medical Officer