

POSITION DESCRIPTION

Title:	Credentialing and Licensing Assistant	Location:	Abu Dhabi
Department:	Clinical Services	Reports to:	Clinical Governance and Audit Officer
Salary:	Salary package		
Prepared by:	CAO	Date:	June 2014

Overall Purpose:

To provide administrative support and coordination of tasks associated with on-boarding, credentialing and licensing of NA Clinical Staff.

Roles and Responsibilities

The roles and responsibilities of Credentialing and Licensing Assistant:

- Obtain information and documents from HR and personnel needed for the licensing application process
- Correspond to inquiries and handle follow-up phone calls to staff
- Scan, copy and file documents received
- Create Data file for all staff who will undergo the credentialing process
- Data Entry of information into Dataflow and other related systems required for the credentialing process with strong attention to detail
- Ensure that documents and information supplied to the DOH and MOH systems are complete and accurate
- Facilitate that application has been approved and ensure staff are able to take the examinations
- Maintain up to date database and regularly generate/update reports and spread sheets of individual's licensing status.
- Assist individuals in all required documentation
- Coordinate with credentialing personnel on updates of the status of application
- Maintain established timelines for completion of work
- Assist other staff in the department with various tasks as needed
- Perform special projects and other duties as required.

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE)

Professional and Academic Expertise

- A relevant academic qualification
- Strong administrative skills
- Good organizational skills, including the ability to prioritize workload and meet deadlines
- Strict attention to detail
- Ability to provide a high level of customer service relation
- Ability to work under pressure
- Ability to work autonomously
- Ability to maintain confidentiality
- Demonstrate ability to work in a team environment

Chief Administrative Officer

Change Brief

Version	Date	Changes
1	July 2014	New PD
2	July 2016	Change to reporting line and Professional and Academic Expertise
3	July 2019	Replace HAAD by DOH
4	July 2021	Minor changes in tasks Minor Change in "Reporting to"