

POSITION DESCRIPTION

Title:	Ambulance Communication Centre (ACC) Manager	Location:	Abu Dhabi
Department:	Operations	Reports to:	Operations Director
Prepared by:	CAMO	Date:	April 2014

Overall Purpose:

Manage and maintain the Ambulance Communication Centre (ACC) and its service delivery in accordance with company vision, mission, objectives, and policies and procedures.

Roles and Responsibilities

The roles and responsibilities of the ACC Manager:

- Lead, motivate and encourage a team of 5 Communication Centre Team Leaders , by fostering a supportive and constructive environment with high performance standards
- Work closely with all internal stakeholders to deliver high quality emergency medical services to clients
- Work closely with all external stakeholders to deliver high quality emergency medical services
- Have a thorough understanding of Call Taking and Dispatch processes to offer support for Team Leaders, Call Takers and Dispatchers, as required
- Work closely with the National Ambulance IT Technical Support team for developments to ACC IT systems
- Provide oversight of the ACC Quality and Assurance process
- Develop strategies to improve staff performance, patient outcomes and service delivery and mark against established KPI's
- Oversee the Inquires and Investigations process and report to senior managers as required
- Generate reports as required in relation to any aspect of ACC performance
- 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
- Provide tactical leadership and direction to Team Leaders and Dispatchers by overseeing all aspects of the Dispatch process
- Provide oversight and direction in maintaining and developing the staff rostering processes ensuring effective management of staff leave, to ensure 100% contract service delivery and to report to the Operations Director on matters as required
- Ensure subordinates comply with all company and client policies and procedures and, where necessary, take corrective action outlined in NA Disciplinary Policy
- Complete, maintain and take action on all documentation submitted and required under NA QHSE manual and systems
- Approve the reportees time cards by the end of every month
- Perform other duties as required

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 & BC Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents or complaints

Academic and Professional Requirements

Essential

- Physician with bachelor's degree qualifications (to be DOH licensed) OR Paramedic qualifications and practice at ALS level (to be DOH licensed)
- Fluent in English and Arabic, both written and oral, Arabic speaker
- Management experience and evidence of people leadership skills
- Experience in an ambulance dispatch and communications centre
- Ability to work in a high stress environment and manage time effectively
- Advanced computer skills
- Ability to adapt and work in a multicultural environment
- Excellent interpersonal communication skills
- Demonstrate critical thinking and solution-based decision making with an understanding of recording and disseminating information
- 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 communicate with all internal and external stakeholders in an appropriate manner using all available communication technology

Desirable □ Degree in Medicine, Business Administration Management, Logistics or other relevant

speciality □ Management experience

- Arabic speaker
- Advanced computer/IT skills/telecommunications

Change Brief

Version No.	Date	Changes
1	April 2014	New PD
2	October 2014	Updated PD
3	October 2016	Due for review - No changes required
4	July 2019	Replace HAAD by DOH
5	January 2020	Update reporting line Manager, replaced Director with COO,

		Add in roles in responsibilities "approve the repartees time card by the end of every month
6	February 2022	<p>Added academic and professional requirements</p> <ul style="list-style-type: none"> Physician with bachelor's degree qualifications (to be DOH licensed) Or Paramedic Fluent in English and Arabic, both written and oral, Arabic speaker <p>Desirable – Degree in Medicine, Business Administration, Logistics or other relevant</p> <p>Specialty – Management Experience</p> <p>Changed title from COO to Operations Director</p> <p>Changed title from CAO to CAMO</p>

Review & Approval:

(Chief Administrative Medical Officer)