

## POSITION DESCRIPTION

<b>Title:</b> Chief Administrative Medical Officer (CAMO)	<b>Location:</b> Abu Dhabi
<b>Department:</b> Administration	<b>Reports to:</b> CEO
<b>Prepared by:</b> HR & Corporate Services Manager	<b>Date:</b> August 2021

### Overall Purpose:

To provide leadership to multiple administrative functions, significantly influence or contribute to the business strategy of National Ambulance, and provide the support clinical support and National Ambulance capability to support and assist the operations and oversee the clinical assessment of all projects.

The CAMO should ensure the implementation of the Equal Employment Opportunity and Affirmative Action by showing a demonstrated understanding of this position as a leader and commitment to the implementation and further development of EEO/AA principles.

### Roles and Responsibilities

The Chief Administrative Medical Officer roles and responsibilities to oversee all the administrative functions and the clinical services function by directing and supervising the administrative and the clinical services day to day operations as per the applied laws and regulations.

#### 1. Administrative Functions:

##### ➤ **Business Strategy:**

- Leads the budgeting process for the administrative stream, working closely with the team to develop annual aligned goals, plans, budgets, and long-term plans, ensure the communication and the implementation of those plans by all departments.

##### ➤ **Oversee Human Resources and Corporate Services Function to ensure:**

- The compliance of all departments to the HR & Corporate policies and create process maps if needed.
- Review, approve and give recommendations in compliance with NA policies for all disciplinary actions and salary deduction cases.
- Review all the recruitment process when needed to ensure an adequate pipeline of new medical and other staff for employment in compliance with all departments' structure.
- Ensure the efficiency of HR systems, including payroll, benefits, and HR administration, etc....
- Review, update and ensure the implementation of HR KPI's.

##### ➤ **Oversee Information Technology to ensure:**

- The stability and security of communications and digital infrastructure.
- Explore with IT on any new technology like creating new apps that will benefit NA to streamline time-consuming processes.

- The efficiency of the IT help desk support process and innovative new ways to enhance the processes.
- All IT assets have been applied in the Assets custody Management System.
- Review, update and ensure the implementation of IT KPI's.
- Review the weekly, monthly and quarterly IT reports, and give the required action.
- **Oversee Supply Chain to ensure:**
  - The compliance of the procurement process with NA policies.
  - Review the current suppliers' status and advise on the supplier selection process if required.
  - The collaboration between the Supply Chain and other asset owners to develop relevant assets custody management policy and procedures.
  - The implementation by all custodians in other departments in compliance with the asset custody management policy and procedures.
  - Achieve the department KPI's.
- **Oversee Fleet to ensure:**
  - The productivity of the fleet activities about Operation contractual requirements.
  - The compliance of fleet requirements with applied laws and regulations
  - Review the fleet maintenance services process and contracts and advise on enhancement if required.
  - All NA ambulances, responders, and other NA vehicles have been applied in the Asset custody Management System.
  - Review all related Fleet tendering and purchasing processes and develop the process map if required.
  - Review, update and ensure the implementation of fleet KPI's
- **Oversee QHSE, including Business Continuity, to ensure:**
  - That internal audit process covers all departments and all departments' compliance with NA policies and procedures and maintains or improves the quality of service.
  - The compliance to the DOH, MOH, JCI, ISO, ADHICS requirements.
  - The progression of the BC policies and procedures to meet the NCEMA requirements.
  - Quality assurance compliance in all aspects.
  - Periodically KPI dashboard is updated.
- **Oversee Media and communication to ensure:**
  - The compliance of Media and communication with relevant laws and regulations
  - All the Media and Communication activities are up to date and submitted within a reasonable timeframe and that media and communication KPI's are achieved.
  - Supervision and advisory to media related tasks and processes when needed.
- **Work closely with CFO to ensure :**
  - All contractual agreements for the organization manage the relationship with relevant law firms to ensure National Ambulance Legal compliance in all areas, including intellectual property, corporate and commercial.

## 2. Clinical Services Department Supervision:

- Advise the management team on clinical planning and make recommendations on the clinical direction.
- Give instruction on the Development of clinical governance policies and procedures.

- Give instruction on updating the clinical guidelines, and patient care protocol.
- Supervise the clinical service management team including the senior medical officer, clinical education manager and the clinical governance officer to ensure a firm commitment to the principles of clinical governance, including:
- Providing up to date evidence-based clinical advice, including assisting paramedics and EMTs in clinical decision making
- Participation in multidisciplinary meetings providing clinical support
- Participation in clinical audit
- Supervision, teaching, and training, where necessary
- Development of guidelines, policies, and SOPs for clinical care of patients
- Clinical care of patients and good note keeping
- Ensure delivery of high level critical pre-hospital emergency care to patients
- Clinical competency assessment, and remediation programs.
- Assist in preparation for JCI, ISO, and other audits as required.
- Attend meetings with internal and external stakeholders
- Provide leadership and direction for all Infection Prevention and control activities
- Provide case review and statistical analysis of incidents, as required
- Review the occupational health related cases including sick leaves, light duties, pre-employment medical assessment, work related injuries, etc. and give the required advice in compliance with the occupational health policy.

#### QHSE:

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

#### Professional and Academic Expertise

- Tertiary qualifications preferably in business, management, finance, medical or equivalent
- Leadership experience from the health industry and international experience, highly desirable:
- Proven management skills and a demonstrated record of achievement related to the management of human, financial, and strategic resources in an executive position within a highly diverse organization
- A competent, enthusiastic General Practitioner or Emergency Doctor who has a license or is licensable with DOH or MOH
- A minimum of 3- 5 years clinical experience post qualification, preferably in emergency medicine
- Clinical experience in general practice/family medicine, including pediatrics
- Clinical experience in emergency medicine with knowledge of observational emergency medicine
- High level analytical skills, including the ability to analyse requirements
- Capacity to develop and implement a growth strategy, including working with a variety of stakeholders
- Achieve results through people: Demonstrated ability to motivate, encourage, and direct the efforts of others towards the completion of plans and achievement of determined objectives in an environment, which provides ongoing personal development opportunities for individuals.

- Ability to communicate with cultural sensitivity and engage stakeholders effectively to achieve positive outcomes
- Innovative and creative thinker: Demonstrated ability to provide an innovative and strategic approach to service delivery and organizational improvement

Reviewed by:

HR & Corporate Services Manager

#### Change Brief

Version No.	Date	Changes
1	August 2021	New PD replacing the following PDs. <ul style="list-style-type: none"><li>○ HRP502 CAO PD</li><li>○ HRP637 MD PD</li></ul>

Approved by

Chief Executives Officer