

POSITION DESCRIPTION

Title:	EMT Team Lead (Northern Emirates)	Location:	Northern Emirates
Department:	Northern Emirates Operations	Reports to:	Northern Emirates Area Manager
Salary:	Salary Package	Band:	2
Prepared by:	COO	Date:	April 2016

Overall Purpose:

As assistant to the Area manager, the EMT Team Lead will enhance the delivery of high quality patient by providing leadership and support to a team of operational staff. The EMT Team Lead will be a practicing EMT with full DOH/MOH qualifications and will act as a role model for all staff, fostering a professional approach and encouraging best practice in all areas.

Roles and Responsibilities

The roles and responsibilities of the EMT Team Lead are:

- Assist the Area Manager with developing and refining good working relationships with internal and external stakeholders and escalate any issues to the Area Manager
- Act as direct connection between Area Manager and frontline staff in each watch. Identify and rectify issues affecting operational delivery and escalate to the Area Manager, as required
- Conduct a weekly cycle count via Operative IQ and work in conjunction with NA Supply Chain to ensure stock shortages are identified, reported and addressed in a proactive manner
- Act as liaison with Supply Chain, Fleet & Pharmacy with respect to stock, fleet, assets and pharmacy supply issues
- Track, organize and assist in the return of equipment that may have been left at hospital
- Assist the workforce planning department and NE staff with roster implementation and any immediate staffing issues such as annual leave allocation, sick leave reporting and shift swaps
- Assist with Area/station filing, record keeping and general administration duties such as staff accommodation allocation, DOH license status and driver's license status
- Support the Area managers in achieving timely deployment and optimum operational performance
- Ensure all staff adhere to operational policy and procedures such as uniform, driving standards, and biometrics
- Promote a positive culture of Health and Safety awareness amongst the team, station and area
- Develop close working relationships with ACC and act as a primary Point of Contact for all issues affecting their area of operational responsibility
- Provide first responder leadership at MCIs, events and operations, as required
- Provide first point of contact "out of hours" duty Area Lead cover 24/7 within Northern Emirates

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- Ensure that 'out of hours' complaints are investigated promptly and provide written reports to relevant managers
- Assist with the investigation of vehicle accidents or damage and provide a report to Area Managers and fleet department
- Act as leaders and champions in Infection Control & Prevention as per JCI/ISO standards
- Provide local area support for staff following traumatic, aggressive and violent incidents
- Liaise with HR and QHSE regarding NE Accommodation issues and ensure closure of any issues or the escalation to Area Manager
- Conduct on the road shifts, as per operational requirements (events, back fill leave) ,as required
- Perform other duties as required

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement
- Participate in QHSE Risk Assessments / Inspections
- Conduct stand by station site inspections and submit to QHSE and Area Managers for review

Professional and Academic Expertise

Education: Emergency Medical Technician – Basic (EMT-B) and other relevant qualifications as defined by NA Credentialing Committee and DOH PQR.

Experience: 1 years' experience as an EMT-B or Lead EMT within National Ambulance.

Required Certification / Licensure / Registration

- Meet DOH License requirements
- Valid Driving license

Language Skills

- **English:** verbal proficiency, reading and writing essential
- **Arabic:** basic conversation an advantage

Computer Skills:

- Intermediate or higher level computer skills, typing, email and proficient with the use of Microsoft Office (Word, Excel, Point point)

Key Competencies

- Demonstrate effective communication and interpersonal skills;
- Act professionally at all times
- Ability to work in a culturally diverse environment
- Ability to communicate verbally including via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Ability to think critically, use sound judgment in making decisions, and remain calm in stressful situations

Key Relationships

- **Internal:** Northern Emirates Area Managers, COO, EMTs, Paramedics, representatives from Operations, Finance, Corporate Services and Clinical Services Departments



- **External:** Respective Emirate stakeholders including; Fire, Police, Civil Defense and Hospital Providers

Chief Administrative Officer

Change Brief

Version No.	Date	Changes
Version 1.0	June 2016	New PD
Version 2.0	July 2019	Replace HAAD by DOH
Version 3.0	November 2020	Changes to the Required Certification / Licensure / Registration – Driving License to Valid Driving License

Review & Approval:

(Chief Administrative Officer)