

POSITION DESCRIPTION

Title:	ACC Supervisor	Location:	Abu Dhabi
Department:	Operations	Reports to:	Operations Director
Prepared by:	CAMO	Date:	July 2022

Overall Purpose:

The ACC Supervisor is responsible for the supervision and maintenance of service delivery in their designated area in accordance with Company vision, mission, objectives, policies, and procedures. The ACC Supervisor will enhance the delivery of high-quality patient care by providing leadership and support to a team of ambulance communication center staff in conjunction with the Operations Management team.

Roles and Responsibilities:

The roles and responsibilities of **ACC Supervisor** are the following:

- Availability on call post daily duty or working hours according to the request of the Operations Director when needed
- Work closely with all internal and external stakeholders to deliver high quality emergency medical services to clients
- Work closely with Operations to improve ACC staff performance, patient outcomes, and service delivery
- Work closely with resources department, ensuring effective management for their designated area to ensure 100% contract service delivery and a high level of operational effectiveness, reporting any staffing concerns to the Operations Director
- Work closely with ACC team leaders and shift leaders to ensure ACC is running at optimal efficiency to meet set KPIs
- Identify and rectify issues affecting operational performance and escalate to the Operations Management team, as required
- Conduct regular inspections of ACC sites, ensure all equipment is maintained and in good working order. Any faulty damaged items are correctly reported as per NA policies and procedures
- Motivate, encourage, and manage a team of Team leaders, Shift leaders, Dispatchers, and Call takers, including fostering and supporting an environment of learning and mentoring.
- Develop strategies to improve staff performance, patient outcomes and service delivery and mark against established KPI's
- In the event of a Mass Casualty Incident (MCI), or major event/disaster, liaise with the Operations Management team on the appropriate response and required resources for an effective medical response

- 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
- Work closely with the National Ambulance IT Technical Support team for developments to ACC IT systems
- Maintain awareness and implement all regulations and new policies introduced by National Ambulance to ensure continuity of operations
- Prepare plans and manage deliveries of tasks in coordination with internal & external stakeholders
- Develop close working relationships with operations managers and act as a primary Point of Contact for all issues affecting their area of operational responsibility
- Provide leadership in ACC during MCIs, events, and operations, as required
- Provide “out of hours” duty supervisor cover for ACC operations when it is required
- Provide support for ACC staff following stressful situations and escalate as necessary
- Conduct ride outs with operations road staff to gain knowledge and bridge gap between ACC and NE crews
- Perform other duties as required

QHSE & BC:

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

Professional and Academic Expertise:

- Bachelor’s degree in paramedicine/ nursing science or related field, DOH licence is preferred
- Minimum of three (3) years’ experience in emergency medical services (EMS)
- Have a valid Driving License
- Ability to speak and write fluently in English
- Ability to speak and write in Arabic is a plus
- Models company leadership values and behaviours
- Ability to communicate and interact with key stakeholders in a professional manner
- Ability to communicate verbally via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Demonstrates critical thinking and decision-making skills in stressful situations
- Ability to function efficiently throughout an entire work shift without interruption
- Ability to adapt and perform duties in multicultural society

Key Relationships

- **Internal:** Operations Director, Operations Managers/Supervisors, Doctors, Paramedics and EMTs, ACC staff, and representatives from Fleet, Supply Chain, Finance, HR & Corporate Services, QHSE, IT, and Clinical Services and Education Departments
- **External:** Respective Emirate agencies including Fire, Police, Civil Defence, Health care service providers, Health authorities (Ministry of Health, DOH) and Patients

Review & Approval:

Chief Administrative & Medical Officer

Change Brief

Version No.	Date	Changes
1	July 2022	New PD