

## POSITION DESCRIPTION

|                     |                   |                    |                              |
|---------------------|-------------------|--------------------|------------------------------|
| <b>Title:</b>       | QHSE & BC Manager | <b>Location:</b>   | Abu Dhabi                    |
| <b>Department:</b>  | QHSE              | <b>Reports to:</b> | Chief Administrative Officer |
| <b>Prepared by:</b> | CAMO              | <b>Date:</b>       | July 2014                    |

### Overall Purpose:

To manage, lead and maintain the Quality, Health, Safety and Environment (QHSE) Management System, performance across the organization and other equivalent certificates such as JCI, Excellence Award etc.

### Roles and Responsibilities

#### Quality - Strategic Planning, Performance Management and Excellence

- Support the development of Organization and Departmental priorities and plans
- Monitor and review progress of the Organization and Departments against plans
- Contribute to the maintenance of strategy communication processes within NA
- Contribute to the alignment of strategic plan outcomes with performance management targets
- Work with staff to ensure a high performance, customer service-oriented work environment that supports achieving the National Ambulance strategic plan, objectives and values
- Develop and maintain all business performance reporting requirements including annual reporting and compliance reporting
- Understand and monitor EFQM excellence processes and methodologies
- Conduct periodic self-assessments of the organization against EFQM Excellence principles
- Contribute towards programs or opportunities to advance NA in its Excellence Journey
- Contribute towards Sheikh Khalifa Excellence Award submissions

#### Health and Safety

- Have a deep understanding of HSE system to offer support to stakeholders, staff and customers
- Conduct QHSE Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents or complaints
- Generate reports as required in relation to any aspect of HSE
- Contribute to various HSE deliverables such as HSE programs, HSE Training, and HSE statistics
- Monitor the effectiveness of the Safety Management System through formal HSE audits and inspections, on and offshore
- Participate in, and review of risk assessment and working environment studies and activities carried out in support of the QHSE Management System
- Provide training and coaching in the Safety Management System, Risk Management tools,
- Work closely with all internal & external stakeholders to deliver high quality HSE deliverables
- Oversee the Inquires and Investigations process and report to senior managers, as required

- Ensure subordinates comply with all company and client policies and procedures and, where necessary, take corrective actions
- Complete, maintain and take action on all documentation submitted and required under NA HSE manual and systems
- Develop and continuously improve the Company's Safety Management System and associated risk management tools
- Advice on regulatory requirements in the various areas of operation, and liaising with governmental agencies, as required
- Provide advice and implement contractual HSE requirements, whilst liaising with client's HSE personnel to ensure consistency
- Coordinate, and participate in audits and inspections carried out by regulators, authorities, and clients
- Lead, motivate and encourage QHSE coordinators, by raising a supportive and constructive environment with high performance standards
- Contribute to the maintenance of relevant certification e.g. ISO, EHSMS
- Ensure that learnings from accidents and incidents are shared and suitable remedial action taken where necessary
- Develop and maintain emergency response plans

#### Environment

- Develop and implement environmental strategies and action plans that ensure corporate sustainable development
- Coordinate and lead all aspects of, waste management, recycling, environmental health, reduce consumption of electricity and initiate programs to save the water consumption
- Lead the implementation of environmental policies and practices
- Ensure compliance with environmental legislation
- Audit, analyse and report environmental performance to internal and external clients and regulatory bodies
- Carry out impact assessments to identify, assess and reduce an organisation's environmental risks.
- Promote and raise awareness, at all levels of an organization
- Implement and follow best practices on the environment aspects affecting corporate, ethical and social responsibility
- Manage the development and implementation of the environmental management system
- Train staff at all levels in environmental issues and responsibilities
- Participate in environmental education and research

#### Business Continuity

- Oversee business continuity policy and procedure development and compliance
- Represent the organization in all Business Continuity requirements (such as NCEMA)
- Ensure the Business Continuity program is maintained and tested to ensure its effectiveness
- Ensure Business Continuity requirements are aligned with the QHSE Management System
- Provide subject matter expertise on Business Continuity

### Strategic Planning, Performance Management and Excellence

- Accountability and responsibility for the efficient operation of the Performance and Evaluation team with the provision of high quality and timely support to the organization
- Works collaboratively with the Executive Team and staff to ensure the principles of a Strategy Focused Organization are developed and maintained including regular strategic communication, periodic performance meetings and performance reporting
- Implementation of the Knowledge Management principles to ensure information, data and knowledge processes enable efficiency in service delivery
- Provides effective leadership and management in Strategy and Performance Management
- Participates at an organization level to assist in developing the organization strategic direction
- Supports the development of Organization and Departmental priorities and plans
- Monitors and reviews progress of the Organization and Departments against plans
- Establish and maintain strategy communication processes within NA
- Ensures the alignment of strategic plan outcomes with performance management targets
- Works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the National Ambulance strategic plan, objectives and values
- Develop and maintain all business performance reporting requirements including Annual Reporting and compliance reporting.
- Integrate EFQM excellence processes and methodologies into the organization
- Conduct periodic self-assessments of the organization against EFQM Excellence principles
- Identify programs or opportunities to advance NA in its Excellence Journey

### Professional and Academic Expertise

- Bachelor's degree in appropriate field (Business Administration, Occupational Safety, etc.)
- NEBOSH International Diploma in Occupational Health and Safety or equivalent
- ISO 9001:2008 Internal Auditor
- OHSAS 18001 Certified Auditor
- ISO 14001:2004 Environment Management System Certified Auditor
- Proficient skills in IT governance and administration and knowledge management principles
- Fluent in English, both written and oral
- Experience in an Quality, Health, Safety & Environment systems
- Management experience and evidence of people leadership skills
- Ability to work in a high stress environment and manage time effectively
- 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
- Ability to communicate with all internal and external stakeholders in an appropriate manner using all available communication technology
- Develop strategies to improve staff performance, outcomes and time delivery.

Chief Administrative Medical Officer

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| Version No. | Date      | Changes   |
|-------------|-----------|---|
| Version 1   | July 2014 | New Document  |
| Version 2   | July 2016 | Update to Professional and Academic Expertise   |
| Version 3   | Jan 2017  | Update to include extended duties of Business Continuity  |
| Version 4   | Dec 2020  | Added the Performance, evaluation and knowledge management roles and responsibilities                         |
| Version 5   | June 2022 | Changed "CAO" to "CAMO"<br>Changed "Chief Administrative Officer" to "Chief Administrative & Medical Officer" |