

POSITION DESCRIPTION

Title:	QHSE & Feedback Assistant	Location:	Abu Dhabi
Department:	QHSE Department	Reports to:	QHSE & BC Manager
Prepared by:	QHSE & BC Manager	Date:	August 2019

Overall Purpose:

- To handle feedback department dealing and following up with customers and closing complaints on time.
- Administration and maintenance of the Quality, Health, Safety and Environment Management System and provide support to QHSE Coordinator and QHSE & BC Manager.

Roles and Responsibilities

QHSE

- Continuously improve the Company's Safety Management System and associated risk management tools
- Monitor the effectiveness of the Safety Management System through formal HSE audits and inspections.
- Advise on, and implement, contractual HSE requirements, whilst liaising with Client HSE personnel
- Coordinate, and participate in audits and inspections carried out by Regulators, Authorities, and Clients
- Participate in, and review of risk assessment and working environment activities carried out in support of the QHSE Management System
- Develop various HSE deliverables such as HSE Programs, HSE Training, and HSE Statistics
- Assist in the maintenance of relevant certification e.g. ISO, JCI, OSHAD
- Assist in the investigation and analysis of accidents and incidents, and in the preparation of reports
- Ensure that learnings from accidents and incidents are shared and suitable remedial action taken where necessary
- Develop and maintain emergency response plans.
- Monitor the implementation of the hazardous materials and waste program
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- Acknowledge, capture, maintain, and update the record of received QHSE reports
- Explore and coordinate, as appropriate, environmental campaigns and initiatives

Quality - Feedback

- Deal with customers directly by telephone, smart phones, electronically or face to face.
- Investigate and respond to patients and customer complaints under the direction of QHSE Manager.
- Provide detailed summaries of complaints issues for reporting and audit purposes
- Handle and resolve customer complaints, issues on time.



QHSE & Feedback Assistant
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- Handle PCR requests from customers along with Clinical Governance and ensure its encrypted for legal purposes and confidential.
- Respond and acknowledge promptly to customers on time.
- Maintain External Feedback Register.
- Communicate and coordinate with internal departments accordingly.
- Provide feedback on the investigation results to the customers and to feedback team (ops if required).
- Liaison between the Feedback Department and other relative departments, key stakeholders including Hospitals, the Police and Civil Defence as required.
- Attend meetings with National Ambulance Managers as required to assist with investigation and to ensure proper documentation is maintained and track the progress of the investigation if any.
- Ability to present complaint findings to relevant department heads.
- Get details regarding the complaints, compliments with the help of ACC.
- Use the CAD, AVAYA as the primary method capturing patient care records (PCR/ePCR) and call recordings.
- Use Vehicle and Journey Monitoring and tracking systems to identify the timing of the vehicles.
- Capture Compliments and prepare Letters of recognition.
- Report any serious complaints following the Feedback process map.

QHSE and BC :

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Business Continuity and Improvement

Professional and Academic Expertise

- Excellent communication skills fluent in English, Arabic and Emirati Accent (written and oral)
- Customers service experience.
- Knowledge of CAD, AVAYA systems
- Computer skills with experience of using integrated word processor, spreadsheets and presentation software, and ability to use e-mail server both client based and web-based
- Good interpersonal communication skills with ability to interact with all stakeholders in a professional manner
- Demonstrable 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 remain calm when dealing with stress and tension at all times.
- To be culturally aware and adaptable to different cultures

Reviewed by:

HR & Corporate Services Manager and QHSE and BC Manager

Change Brief

Version No.	Date	Changes
Version 1	September 2014	New PD
Version 2	October 2016	Update the position band
Version 3	July 2019	Due to review no changes
Version 4	August 2019	Update to roles and responsibilities
Version 5	September 2021	Breakdown the roles and responsibilities to QHSE and Feedback Add roles and responsibilities

Approved by

Chief Administrative Medical Officer