|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Medicolegal/Dentolegal Consultant | **Responsible to:** | Medico & Dento Legal Service Team Lead |
| **Division:** | Member Cases and Claims | **Department:** | Medico & Dento Legal Services |
| **Direct Reports and Level:** | None | **Scope:** | Global medicolegal services for defined jurisdictions. |
| **Scale:** | 0 People  £0 budget: work with Case and Claims Managers to manage costs balancing the need of the member with the membership fund. |
| **Regulated Function(s):** | No |
| **Evaluation Level** | Implement, Level 1 | **Role Family** | Doctors/Dentists |

|  |
| --- |
| **Overall Role Purpose** |
| The Member Cases and Claims Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The purpose of the role is to provide excellent medico legal services for members which is trusted and valued, provides fair treatment and outcomes; to support business need in delivery of services to our Members where medical/dental expertise is required, ranging from input into Cases and/or Claims, external and internal stakeholder management, delivery of value added services to benefit the membership as a whole (current and potential members). |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPIs** |
| **Operational activity as part of MCC**   * Support the delivery of the MCC strategy and priorities, divisional performance, collaboration with stakeholders and collaborate with colleagues to reinforce the desired culture where medical expertise and input is required * Work with line manager to ensure all operational metrics for the agreed service being delivered are achieved, owning personal contribution to team performance * Support and embrace change programmes to maximise efficiency, quality, performance and capability of the function * Advise on medico/dento legal and ethical issues affecting members’ professional practice and manage own caseload including advice, complaints, reports, claims, inquests, disciplinary and regulatory hearings which may be more complex/higher profile. * Be point of contact for technical expert/escalation for medico/dento legal work using such opportunities to coach and develop our people to deliver the service in accordance with governance, policy and process assuring positive outcomes for the member and membership fund. | * Delivery of MCC strategy Vs Plan * Operational performance (KPIs) Vs plan * Contribution to Claims handling, Case handling and BD&E performance * Feedback from internal stakeholders * TCR performance |
| **Financial**   * Demonstrate correct use of Member fund and adherence to governance frameworks in any medico/dento legal decisions – such as A2A and use of third-party providers * Minimise costs by proactively managing cases and claims, appropriately challenging costs and invoices from all third-party spend and managing of own personal expenses. * Proactively manage claims or cases files to ensure unnecessary spend is not incurred. | * Operational budget Vs Plan * Operational performance (KPIs) Vs plan * Claims / Case performance Vs plan |
| **Member**   * Deliver fair treatment and achieve suitable outcomes for members by complying with associated governance, policies and standards set out by Council, its committees and delegated authorities. * Manage informal complaints / expressions of dissatisfaction to achieve first touch resolution for our members and in accordance with policy standards and process ensuring fair outcomes for members and the membership fund * Use the most appropriate channel of communications and keep members regularly informed, while ensuring the advice and support reflects policy, relevant codes of practice and is technically accurate, with outcomes delivered both professionally and empathetically * Support the management of external and internal stakeholders by advocating the service delivered by MCC; contribute with technical input into articles, webinars and presenting at conferences etc, as required. * Be available for escalation and interaction with members where medico/dento legal advice is required – this could be via internal escalation from a colleague/team, direct contact from the member (including taking part in the TCR rota during and out of hours) or via internal and external stakeholders. * Make accurate case notes that reflect all conversations and actions taken with members to ensure we retain a clear audit trail at all times, this includes making accurate and timely notes of conversations when on TCR. | * Net promoter score * Member feedback * Member Experience Scores * Outcomes testing scores / compliance testing and internal audit scores |
| **People**   * Take accountability for own training, competence, performance and engagement ensuring clarity on accountabilities and compliance with MPS values, governance, policy standards and processes. * Take accountability for own CPD ensuring knowledge is up to date, relevant to the market and jurisdiction and highlights new trends and thinking * Take learnings from all Quality Monitoring and Outcome and Quality Assurance results to enhance own performance and the quality of service and outcomes for members * As a technical expert coach, mentor and train colleagues and deliver learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members. * Contribute to team engagement and develop cohesive working relationships across all business areas to drive improvement. | * Engagement Index Vs MPS * Leadership Index Vs MPS * Strong Talent and Succession Plans * HR Metrics – attrition, absence * Competency frameworks |
| **Risk**   * Identify and report risks and issues identified within the department and across MPS to enable resolution and mitigation of any potential impact on MPS, members and colleagues. * Support an environment where colleagues demonstrate the importance of risk identification and management * Adhere to appropriate business policies, processes, controls and regulatory requirements (as applicable) to ensure case and claim handling is within MPS’s risk appetite * Make case and claims handling decisions using own judgement when assessing the requirements of the case and member, escalating appropriately and within governance process when additional input is required. * Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook. | * Risk & Control Self- Assessments Audit Actions * Risk register * External audit outcomes * Quality monitoring outcomes / compliance to Training and Competence Scheme * Outcome testing results |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Work collaboratively within a multi-disciplinary team and contribute to delivering on team targets * Support panel management to ensure MPS is receiving a quality and efficient service on cases * Undertaking other duties and tasks that are appropriate to the grade or role as required. |

|  |
| --- |
| **Key Governance Responsibilities** |
| Governance forums within MCC and wider MPS |

|  |  |
| --- | --- |
| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Graduate medical/dental degree * Fully registered and licensed with relevant regulator * Knowledge of legal and ethical principles that apply to medical practice in relevant jurisdiction. | * Excellent communication and interpersonal skills. * Work effectively and collaboratively in a multi-disciplinary team * Ability to build and maintain effective relationships with key stakeholders * Coaching and developing others | * Relevant clinical practice * Conference and webinar presenting / writing articles for publication |
| **Desirable** | * Post graduate medical/dental qualification * CII qualification or knowledge of Insurance based products relevant to jurisdiction | * Negotiation / business development | * Building a strong external and influential network across members, professional bodies and other key decision makers * Managing social media to benefit the members & MPS |