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| **Role title:** | Lead Medicolegal Consultant – [Hong Kong][Singapore][South Africa] etc | **Responsible to:** | Medical Director (interim). End state - move to a reporting line within Medico/ Dento Legal Services |
| **Division:** | Medical Protection & Support | **Department:** | Business Development and Engagement (interim)End state - Medico & Dento Legal Services |
| **Direct Reports and Level:** | None | **Scope:** | Providing Medicolegal services and in-country stakeholder management. The role is either based in the UK or in-country dependent on the country model. |
| **Scale:** | 0 People£tbc Budget |
| **Regulated Function(s):** | No |
| **Evaluation Level** | Guide | **Role Family** | Specialist |

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| **Overall Role Purpose** |
| Member Protection and Support is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. As the lead medic in a jurisdiction the purpose of the role is to work within the agreed country model and service standards to provide excellent medico legal services for members which is trusted and valued and provides fair treatment and outcomes; to support the business development team in country with external stakeholder / relationship management and, provide insight of the jurisdiction for internal stakeholders. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Leadership & Service Delivery*** Support the development of the stakeholder engagement plan for the relevant jurisdiction and act as an ambassador engaging with key stakeholders, industry leaders, healthcare organisations and members via meetings, conferences, events, face to face, webinars, media and PR
* Provide member and market insights to internal stakeholders and act as the in country ‘sounding board’ to ensure that the strategic direction is aligned with the changing landscape of healthcare across the relevant jurisdiction
* Contribute to the development and delivery of the MP&S strategy and plan to time, cost and quality.
* Act as the first point of contact for members, advising on a wide variety of medicolegal and ethical issues affecting their professional practice and managing own caseload. This can include, but is not limited to: advice, complaints, reports, claims, inquests, disciplinary and Medical Council hearings.
 | * Delivery of stakeholder plan
* Divisional Plan delivery Vs plan
* Delivery of projects to plan
* Financial performance Vs plan
* Operational performance (KPI’s) V plan
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| **Financial*** Support in country revenue growth through stakeholder management and work with key internal stakeholders to deliver an efficient and effective operating model which maximises financial sustainability without compromising the member experience.
* Determine the level of member assistance to be granted in accordance with the membership policy and benefits on individual cases; escalate cases where out of policy discretion requires consideration.
* Deliver case costs in line with case estimates, challenging costs and invoices from Panel in the relevant jurisdiction/s
* Manage all spend within organisation governance and policy reporting on variance to budget to department leaders.
 | * Member numbers Vs plan
* Income Vs plan
* Retention targets delivered Vs plan
* Reduction in third party spend
* Operational budget vs Plan
* Operational performance (KPI’s) Vs plan
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| **Member*** Represent the member voice by contributing to the development and delivery of business strategy and plans for the jurisdiction.
* Support the delivery of stakeholder plans to build a strong pipeline of acquisition leads and maximise business opportunities
* Deliver at all times fair treatment and outcomes for members and compliance 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, the membership fund
* Using the most appropriate channel of communications, keep members regularly informed ensuring the advice and support reflects policy, relevant codes of practice, is technically accurate and with outcomes delivered in a professional and empathetic manner
 | * Net promoter score
* Member feedback
* Member Experience Scores
* Outcome testing audit scores
* SLA / KPI performance
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| **People**  * Take accountability for own training, competence, performance and engagement ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Take learnings from all Quality Monitoring and Outcome Testing results to enhance own performance and quality service and outcomes for members
* Coach and mentor colleagues in Case Handling and Advisory in order to maximise their potential and that of the operating model which ultimately will deliver great outcomes for members.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Quality Assurance scores
* CPD evidence
* Case handlers engagement
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| **Risk*** Identify and report risks and issues identified within the department and across MPS to enable resolution and mitigation of 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 handling within risk appetite
* Make key case-handling decisions and use own judgement on when to escalate to the appropriate teams, considering the requirements of the individual case and member
* 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
* Quality monitoring outcomes / compliance to Training and Competence Scheme
* Outcome testing results
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| **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 from time to time may be allocated to the jobholder that are appropriate to the grade or role.
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| **Key Governance Responsibilities** |
| * Governance forums within MP&S and wider MPS
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading the Organisation |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Graduate medical degree
* Fully registered and licensed with the regulator for the relevant jurisdiction
* Current knowledge of legal and ethical principles that apply to medical practice in relevant jurisdictions.
 | * Excellent communication and interpersonal skills.
* Able to work effectively and collaboratively in a multi-disciplinary team
* Ability to build and maintain effective relationships with key stakeholders
 | * Clinical practice in the jurisdiction
* Stakeholder management at senior corporate and health care / governmental level
* Conference and webinar presenting / writing articles for publication
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| **Desirable** | * Post graduate medical qualification
 | * Negotiation / business development
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