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| **Role title:** | Lead Medico/Dento Legal Consultant - *Country* | **Responsible to:** | Head of Medico & Dento Legal Services |
| **Division:** | Medical Protection & Support | **Department:** | Medico & Dento Legal Services |
| **Direct Reports and Level:** | None | **Scope:** | Providing Medicolegal/Dentolegal services (Claims and Cases) 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, Level 2 | **Role Family** | Doctors/Dentists |

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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 in your jurisdiction the purpose of the role is to work within the agreed country model and service standards to provide excellent medico/dento 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 and delivery of the stakeholder engagement plan for the jurisdiction; work with the in-country BD&E Manager and Head of Delivery Services to influence key stakeholders, industry leaders, healthcare organisations and members deploying a variety of channels in order to deliver on acquisition and retention targets.
* Work with the in-country BD&E Managers and Head of Service Delivery to provide member and market insights to internal stakeholders to ensure the strategic direction is aligned with the changing landscape of local healthcare
* Contribute to the development and delivery of the MP&S strategy and plan to time, cost and quality for the relevant jurisdiction
* Advise on medico/dento legal and ethical issues affecting members’ professional practice and manage own caseload including the more complex or higher profile cases
* Be point of contact for technical expert/escalation for medicolegal work using such opportunities to coach and develop our people to deliver in accordance with governance, policy and process assuring positive outcomes for the member and membership fund.
 | * 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*** Work with the Head of Delivery Services to deliver an efficient and effective in-country MP&S operating model which maximises financial sustainability without compromising the member experience.
* Make recommendations to Triage function on 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.
* Support the delivery of case costs in line with case estimates and support Case Managers to challenge costs and invoices from Panel in the relevant jurisdiction/s
* Manage all spend including personal expenditure 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
* Opex budget vs Plan
* Operational performance (KPI’s) Vs plan
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| **Member*** 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
* Deliver fair treatment and outcomes for members and compliance with associated governance, policies and standards set out by Council, its committees and delegated authorities.
* Represent the member voice by contributing to the development and delivery of business strategy and plans for the jurisdiction.
* Use the most appropriate channel of communications to keep members regularly informed ensuring the advice and support reflects policy, relevant codes of practice, is technically accurate and with outcomes delivered professionally and empathetically.
* Be available for escalation and interaction with members where medicolegal advice is required – this could be via internal escalation from a colleague/team, direct contact from the member (including the TCR rota during and out of hours) or via internal and external stakeholders.
 | * 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 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 quality 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.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Outcome and 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
* 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
* 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 are appropriate to the grade or role as required.
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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/dental degree
* Fully registered and licensed with relevant regulator
* 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
 | * Relevant clinical practice
* 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/dental qualification
* CII qualification or knowledge of Insurance based products relevant to jurisdiction
 | * Negotiation / business development
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