

Practice Adviser Vacancy

Role Purpose

To provide medico-legal advice and assistance to MDDUS members in accordance with membership entitlements and MDDUS policies and procedures, to support MDDUS actuarial, risk, underwriting, educational, marketing, public affairs strategy and communications, membership and development initiatives, and to fulfil agreed corporate and financial objectives and standards.

Key Areas

This job description describes the main responsibilities of the role, however it is expected that people will undertake any other duties as required commensurate with their skills and abilities.

Key Responsibilities

- To ensure that assistance is provided to MDDUS members and practice managers in benefit at the time of the incident and within the agreed membership entitlements.
- Participate in the core and extended Advisory Telephone Advice rota (08:00-18:00)
- To identify and pass on calls and requests for advice that fall outwith sphere of competence to appropriate colleague.
- To provide initial telephone advice across a range of indemnity services (including medico-legal advice (including GMC guidance), NHS and private health complaint processes), in accordance with delegated responsibility.
- To provide written advice across a range of indemnity services (including medico-legal advice (including GMC guidance) NHS and private health complaint processes) in accordance with membership entitlements and MDDUS policies and procedures, including the MDDUS' membership agreement, in accordance with delegated responsibility.
- Provide support and advice to more junior Practice Adviser colleagues.
- Ensure KPIs are met.
- To support MDDUS actuarial, risk, underwriting, educational, marketing, public affairs strategy and communications, membership and development programmes.
- Edit MDDUS Practice Manager publication and contribute to production of other articles.
- Provision of lectures and other teaching to doctors, trainees and practice managers according to delegated responsibility.
- To support MDDUS programmes aimed at recruiting and retaining members.
- Other tasks and participation in projects as delegated by Joint Head of Medical Division.
- Maintain CPD.

Key Competencies

Key competencies have been highlighted to illustrate expected behaviours, however, a person in this role is expected to meet all the competencies at the appropriate level for each competency area as defined in the framework

Key Performance Competencies Required

- Excellent written and oral communication skills
- Collection and assessment of information
- Objective analysis and problem solving
- Ability to make decisions
- Ability to manage expectations and demands for assistance
- Ability to handle sensitive and confidential issues
- Influential on the telephone
- Good presentation skills - both lecturing and small groups
- Ability to plan, organise and prioritise workload where multiple demands compete
- IT skills: Microsoft Office, BigHand digital dictation system, SharePoint and Microsoft CRM (Membership Relationship Management system) and internet applications

Essential Knowledge Required

- Practice Management, NHS Complaints procedures (across UK)
- Medico-legal matters including GMC guidance
- GP Contract
- MDDUS policies and procedures including Membership Agreement.
- (Ensuring knowledge is kept up to date)

Behavioural Competencies

- Motivated and hardworking
- High professional and personal integrity
- Team player
- Impartial

Closing Date: 5 June 2019

Email applications to hr@mddus.com