

Carnival UK Job Description

Doctor

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Senior Doctor	Department: Medical
Leadership Responsibility: None	Location: Fleet based across CUK vessels
Titles of Direct Reports: None	Budget Responsibility: £0
Size of Department: 3-7	Revenue Responsibility: Ensure accurate billing in order to enable correct revenue collection

Standard Role Summary:

Provide excellent healthcare and health promotion to all crew and support the provision of healthcare to passengers.

Primary Responsibility of the Role:

Provide high quality healthcare to crew and passengers 24/7, through a clinic service and on-call provision, and in emergencies support the Senior Doctor and other members of the Medical team as required. Maintain and administer the daily Crew Clinic and planned health promotion and surveillance clinics. Provide medical expertise whenever it is needed and to whoever needs it on-board. Contribute to passenger experience and satisfaction through attending social events and contributing to public health initiatives. Keep up to date and accurate records of all patients and incidents.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
Medical	Appropriate medical degree Appropriate medical registration +/- licensure A minimum of 3 years post-registration work history to include 6 months recent Emergency Medicine experience if new to CUK Advanced Life Support provider qualification or equivalent Experience in a variety of medical specialities Experience of pre-hospital medicine (ie) GP or A&E Good command of written and spoken English
Certificates	Enhanced DBS Check Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to the Senior Doctor and to the safety department Follow safety rules and procedures Use work equipment, personal protective equipment, substances, and safety devices correctly

	Take part in safety training & risk assessments and suggest ways of reducing risks Carry out duties in a safe manner in accordance with corporate policies and procedures
Public Health	Knowledge of the significance of public health issues onboard and in ports of call Follow all appropriate company public health policies and procedures completing all necessary paperwork accurately Institute appropriate public health precautions as relevant to role
Environment	Apply company procedures regarding Environmental Management consistently across the department Monitor compliance to environmental legislation and highlight any areas of concern Carefully manage the environmental impacts of all tasks under own responsibility
Emergency Duties	Understand the emergency duties of self and those within own area Direct and instruct others in the use of life saving & fire fighting appliances in an emergency situation Direct a team in carrying out their emergency duties Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports Lead & coordinate actions to be taken in a range of shipboard incidences as defined in the company's emergency procedures Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer Manage and react to the behaviours and needs of crew / passengers to maintain safety As a member of the Medical Centre Party, receive and treat any injured casualties presented during an emergency, or patients already admitted to the medical centre As a member of the Stretcher Party, transport injured parties to the medical centre or alternative care site and assist with the evacuation of any casualties and / or patients Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	Comply with all CUK safeguarding children policies and procedures when carrying out duties Ensure clear and professional boundaries are kept when forming appropriate and professional relationships with children being cared for by the medical team Follow correct procedure if worried about a child or the behaviour of someone towards a child Report safeguarding concerns to Designated Safeguarding Person (DSP)
Security	Understand the security levels as defined by ISPS and own responsibilities Follow the correct security procedures when embarking and disembarking from the ship Report suspicious activities, packages and /or security incidents following the correct procedure

Technical

Knowledge/Skill	Summary of Responsibilities
Medical - Diagnosis	Use systems accepted within the medical field to accurately diagnose emergent and non-emergent cases Respond appropriately to the clinical presentation of the patient Initiate care in accordance with the clinical presentation of the patient Identify all care needs based on the clinical presentation of the patient Document all patient encounters fully and accurately
Medical - Treatment	Formulate and document appropriate treatment plans for all patients Fully apply company policy, procedure or guidance where applicable Seek shore side support as required Use evidence-based practice to ensure that treatment is as effective as possible
Medical – Prescribing and Dispensing Medication	Practice evidence-based medicine when prescribing Respond to any untoward prescribing or dispensing incidents with appropriate Root Cause Analysis Report findings and implement corrective/preventative actions
Medical - Testing	Safely use all test modalities available on-board Appropriately apply tests that are mandated in policy and procedures (e.g. Legionella urinary antigen testing)

Customer Service	Adapt quickly and remain calm when customer requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for customers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger / patient feedback and understanding of the passenger profile for the cruise
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Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of a range of MSOffice software packages Proficient in the use of the system packages supporting company regulations Proficient in the use of the medical centre's IT systems
Commercial Decision-Making	Use data from revenue and cost reports to make reasoned commercial decisions, taking the financial impact of such decisions into account
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits
Stock Control	Undertake accurate and complete stock takes as required, inputting data into relevant system Calculate restocking requirements based on existing stock levels and expected future needs

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Present specialist information to non-specialists in a manner in which it can be understood Influence others where appropriate to help make the most effective business decisions
Dealing with Challenging People	Rapidly assess situations and make appropriate decisions on when and how to resolve it Confidently and professionally diffuse emotionally charged situations
Facilitation Skills	Run team meetings effectively, including agendas, timing and ensuring views are heard Facilitate meetings discussing pertinent issues, reaching agreed actions
Quality Assurance	Observe, review and assess the aspects of the quality of service being provided by the team against the agreed quality standards Advise the Senior Doctor when any element of the service or work being carried out does not meet agreed standards
Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood Ensure feedback is both positive and constructive

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	Thinks about their style and approach and how this impacts the team Understands the impact of self on others and is a role model of behaviour Works with the team to achieve objectives Supports and encourages others, helping to build a positive and open culture
Thinking Ahead/ Making Change Happen	Thinks ahead when working with a team and helps others to change Works with the Senior Doctor to keep abreast of corporate agenda and integrate department where necessary Identifies problems and actively works to generate solutions
Working with Others	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback
Communicating Effectively	Articulates well with others, ensuring clear and understood instruction and / or diagnosis Proactive and positive in their communications with the team and others Dealing with patients and health care practitioners in a professional and courteous manner
Customer Centred	Works with the medical team to create a caring and customer focused environment, understanding that passengers pay for the service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification:

	Comfortable working and responding alone with a strong capacity for self-management and responsibility taking
	Decisive and responsive to emerging situations
	Remains calm and makes sound judgements under pressure
	Demonstrates cultural and interpersonal sensitivity in their dealings with others
	Works well with a wide variety of people, regardless of status and background
	Proactive in engaging with and communicating to key stakeholders
	Confident in formal social situation and comfortable making conversation with passengers
	Conscientious about keeping commitments and being on time
	Organised in approach to managing their workload and completing administration tasks
	Models high standards of ethics and appropriate behaviour
	Understands and demonstrates an understanding of safeguarding
	Learns quickly from experience and by identifying when to ask for support and advice
	High levels of stamina and resilience due to working hours and demands for responding to medical emergencies and issues
	Considers and manages risk (safety, medical, reputational) in all situations including those of a safeguarding nature
	Loyal to the Carnival UK brand and compliant with company policies and procedures
	Requirement to undergo an enhanced criminal records check with barred list check

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1.2	Kate Bunyan	01 September 2015