



Role Title:

Medical Director

2 PA per week

Reporting to:

Group Chief Executive Officer

Role Purpose:

The Medical Director is the organisation's senior medical adviser and clinical governance lead, providing strategic medical oversight of quality, safety and continuous improvement across SJARS and relevant St John Guernsey Charity clinical activities.

Key Responsibilities

The Medical Director is a Board-level leader responsible for providing strategic medical leadership and assurance of clinical quality, safety, and effectiveness across St John Ambulance and Rescue Service (SJARS), working in partnership with the Group Chief Operating Officer.

As the organisation's senior medical adviser, the post-holder provides expert clinical guidance, ensures compliance with agreed standards and best practice, and supports continuous improvement while maintaining a cost-effective approach to service delivery.

Reporting to the Group Chief Executive Officer and working closely with the Senior Leadership Team, the Medical Director contributes strategic clinical insight to organisational planning, partnerships, and the future development of urgent and emergency care services.

The role chairs the Quality, Safety & Risk Committee, overseeing clinical governance, policy, quality, safety, risk management, learning, and improvement across SJARS and, where required, St John Guernsey Charity. The post-holder promotes a culture of openness, accountability, and evidence-based practice.

The Medical Director also provides professional support and coaching to registered healthcare professionals and acts as a role model for patient-centred, compassionate leadership.

As a Board Director, the post-holder contributes to Board meetings and provides strategic reports on clinical performance, risks, quality improvement, and organisational priorities.

You Will

- Provide senior medical advice to the CEO, Senior Leadership Team and Boards on clinical quality, safety, governance, risk, and service development.
- Act as a Board Director of SJARS, contributing to strategy, performance oversight, risk management, and organisational decision-making.
- Chair the Quality, Safety & Risk Committee, providing assurance and oversight of clinical governance, policy, safety, quality, risk management, learning, and continuous improvement.
- Produce quarterly Medical Director reports for the SJARS Board and, where required, the St John Guernsey Charity Board, highlighting performance, risks, incidents, learning, complaints, audit findings, and improvement priorities.
- Ensure effective clinical governance systems, including clinical policy management, incident reporting and investigation, complaints handling, audit, quality improvement, and clinical effectiveness.
- Promote a just culture, Duty of Candour and patient-centred communication, while providing professional leadership, support and guidance to registered healthcare professionals.
- Support clinical education, supervision, competence assurance, and continuous professional development.
- Provide medical control and clinical governance oversight of ProQA and MPDS (Medical Priority Dispatch System), including configuration approval, change control, quality assurance, training oversight, and clinical risk management.
- Provide senior clinical leadership for Emergency Preparedness, Resilience and Response (EPRR), including planning, training, exercising and major incident support.
- Develop effective partnerships with health, care and emergency service organisations to support safe pathways, interoperability, and system-wide learning.
- Support the development and delivery of the SJARS clinical strategy, ensuring improvements are measurable, sustainable and cost-effective.

Training and Professional Development

- Maintain professional registration, licence to practise (where applicable), appraisal/revalidation, continuing professional development and appropriate professional indemnity arrangements.
- Promote organisational learning and support the identification of training needs relating to clinical governance, patient safety, quality improvement, incident investigation and clinical risk management.
- Ensure appropriate training and communication are delivered following changes to clinical policy, learning from incidents and relevant ProQA/MPDS updates.

Service Improvement

- Lead and oversee clinical service improvement through the Quality, Safety & Risk Committee, ensuring improvement opportunities are identified, evaluated and delivered through effective governance and quality improvement methodologies.
- Engage with patients, staff and stakeholders to inform clinical strategy, policy and service development, embedding learning and sustaining improvements.
- Contribute to strategic planning and service development, working with the Chief Operations to improve patient care, evaluate the impact of change and ensure benefits are realised.

Quality and Audit

- Ensure proportionate clinical audit, service evaluation and quality assurance programmes are in place and aligned to organisational priorities, risk and service requirements.
- Use data from patient feedback, incidents, complaints and audits to drive continuous improvement in clinical practice, patient outcomes and service performance.
- Ensure compliance with safeguarding, health and safety, equality, diversity and inclusion, and professional conduct requirements, promoting a safe, inclusive and respectful working environment.
- Support staff development through effective performance management, regular review discussions and identification of learning and development needs.
- Act in accordance with the Service's Code of Conduct and ensure high standards of professionalism across the organisation.

This job description provides a broad outline of the role and may be reviewed and amended periodically to reflect organisational needs and service developments.

Person Specification – Medical Director

This is a specification of the essential and desirable requirements to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Primary Medical Degree	✓	
Full GMC Registration and licence to practice	✓	
Inclusion on the specialist register	✓	
Membership/Fellowship of a Royal College	✓	
ATLS Provider		✓
Relevant postgraduate qualification		✓
Experience		
Evidence of critical leadership behaviours	✓	
Evidence of continuing personal development	✓	
Evidence of supporting the learning and development of others	✓	
Evidence of a medical leadership role	✓	
Clear understanding of urgent and emergency care statements and developments	✓	
Experience of partnership working at a senior level	✓	
Consultant in Emergency Medicine, Intensive Care Medicine or Consultant Anaesthetist		✓
Clear understanding of urgent and emergency care systems and developments	✓	
Credible at all levels of the Service and across all staff groups	✓	
Skills, knowledge and abilities		
Excellent verbal and written skills	✓	
Ability to deal with people at all levels to guide, support and counsel on highly complex and contentious issues	✓	
Ability to work effectively with a Multi-Disciplinary Team	✓	
Effective communication skills demonstrating successful partnership working both internally and externally to current role	✓	
Positive attitude to change with courage to challenge the status quo and deliver change	✓	
Highly motivated	✓	
Ability to interpret/analyse complex information/data and report on it	✓	

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance and Rescue Service. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:
HL

Date of preparation:
June 2026