

GREEN VALLEYS HEALTH

JOB DESCRIPTION

JOB TITLE:	PRACTICE MANAGER
REPORTS TO:	PARTNERS
HOURS:	37.5 HOURS
SALARY:	£50-60k pa

Job Summary

We will require the practice manager to demonstrate robust financial acumen along with effective leadership qualities. To build on the present structure and achieve goals and targets using a combination of personal involvement, motivation of other staff and delegation when appropriate. It is essential to us that the culture of the partners and staff ensure we continue to provide a good working environment for all. Patient care and an excellent standard of service are very important to us, as is fairness and consistency across the practice and we expect our staff to hold the same values.

The successful candidate will be able to manage all business aspects of the practice, to be proactive and plan for the future whilst maximising the practice's potential in relation to business, finance and premises. The practice manager will oversee all department managers.

The practice manager will be expected to adopt a strategic role and will be instrumental in ensuring the partners are kept fully informed of local and national proposals and initiatives which may affect our decision making. The practice manager will represent the partnership at external meetings. We will expect the post-holder to balance the service requirements with the needs of patients and capacity of our resources.

The practice manager will need to ensure that the practice is compliant with all aspects of health and safety, employment legislation, data protection legislation, CQC, NHS England and other regulatory requirements. Every reasonable opportunity for training will be given to help the incoming manager develop the necessary skills and knowledge to undertake this role to the best of their ability.

Main Responsibilities

Financial Management

To oversee the financial management of the practice whilst ensuring all financial opportunities are maximised. You will be responsible for ensuring that the business manager and finance assistant fulfils their obligations with regards to financial processes including income claims, payroll, sales/purchase ledger and other associated financial responsibilities.

In conjunction with the partners of the practice, set the strategic objectives including advising the partners on staff pay reviews.

PCN

You will be required to attend PCN monthly board meetings. You will be jointly responsible for the planning and delivery of the key targets set by the PCN board.

Strategic Management & Planning

- Monitor current affairs and identify potential threats and opportunities ensuring that these are investigated and researched with the outcomes presented to the partners in a clear and concise manner.
- Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development.
- Monitor all practice contract performance and identify any target shortfalls which may have income implications
- Work with the local, and other provider organisations, to develop primary care in accordance with national and local strategy
- Schedule and manage regular partner strategy meetings, creating the agenda, papers and recording minutes.
- Review the business plan with the partners for the next 5 years, monitoring the objectives, implementing and then reviewing progress.

Staff Management & Human Resources

- Ensure adequate staffing levels are maintained and within current budgets
- Provide HR resource for all staff including induction, training needs and appraisal / performance reviews
- Keep up to date with employment law and legislation changes, ensuring that all contracts and staff documents are up to date and relevant
- Working with all managers to ensure that all staff sickness and absence is monitored and dealt with as per the practice policy.

Estate & Facilities Management

Oversee premises and ensure that the practice buildings are compliant with HSE, CQC, Legionella, infection control as well as other legislations. You will be responsible for lease rent reviews of the main building and pharmacy and will be a point of contact for those organisations.

Organisational

Liaise and provide support to managers and team leaders in the delivery of rotas and appointments, meetings, policies and insurance, disaster recovery, HSE, and procurement.

Patient Services

- Provide a strategic approach to the development and management of patient services.
- Responsible for ensuring that all patient administration tasks are carried out effectively and accurately

- Ensure development and delivery is in accordance with local and national guidelines
- Ensure that the practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Ensure all medicine management procedures are implemented fully and comply with legal and regulation requirements
- Oversee and manage effective appointment systems, to include surgery timetables, rotas and holiday cover
- Routinely monitor and assess practice performance against patient access and demand management targets
- Manage the complaints management system
- Ensure that appropriate access and communication arrangements are in place and are adhered to for patient groups such as carers, veterans, patients with dementia, patient with learning difficulties, patients with sensory loss
- Ensure that safeguarding processes are in place and adhered to for vulnerable adults and children

Information Management & Technology

- Ensure that all data protection, GDPR and information governance requirements are met
- Maintain responsibility for supervising and directing all members of the practice team on information handling activities to ensure compliance with prevailing standards
- Ensure that the practice has effective IT, data security, maintenance and disaster recovery plans in place
- Oversee the deployment of IT services in the practice, the clinical system and other suppliers
- Oversee the practice website and social media feeds
- Motivate and support staff in the use of IT; organise oversee and evaluate IT training

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:
- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:
- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Personal/Professional Development

- The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality

- The post-holder will strive to maintain quality within the practice, and will:
- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patient's needs
- Effectively manage own time, workload and resources.

Communication

- The post-holder should recognise the importance of effective communication within the team and will strive to:
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Miscellaneous

- Other duties which may be decided upon by the partners from time to time.