



LAKE SIDE HEALTHCARE

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: Practice Manager, Headlands Surgery Kettering

REPORTS TO: Chief Operations Officer, Headlands lead GP partner

ACCOUNTABLE TO: Executive Team

HOURS: Full time 37.5 hours

Job Summary:

Overall Aim: to provide operational leadership and management to enable the site to meet agreed aims and objectives within a profitable, efficient and safe working environment.

Responsibility for the site-specific day to day organisation, systems, information technology, strategy and service improvement, health and safety, implementation of plans, communications, quality, risk and clinical governance and CQC implementation. Assisting with general site management and staff management.

To work in collaboration with the practice manager (or equivalent) across the Hub environment.

To contribute to a suite of centralised, specialist management roles across the wider organisation.

Key Responsibilities:

- To work with staff to ensure that the site runs smoothly, effectively and efficiently day to day
- Work with a problem-solving approach in order to identify solutions to challenges within the service.
- Develop the practice team ensuring cohesive working and that time is used appropriately and effectively
- To lead, motivate and develop effective management within the site.
- To utilise service improvements techniques to develop services.
- To work with fellow Practice Managers across Lakeside Healthcare to develop services and management specialisms based upon a centralised model.

Job Responsibilities:

Business management and development

- Assist with the development and implementation of new models of care provision.
- Business continuity management including emergency preparedness.
- Work with the practice management team to ensure all systems are working cohesively and effectively together.
- To ensure all expenditure has been approved under the practice policies.
- To provide oversight of Dispensary functions, day to day working and profitability.

Staff Management & Communication

- Day to day management of administrative and employed clinical staff, ensuring the site is adequately staffed with the appropriate skill mix.
- To oversee clinical and administrative staff rotas to maximise use of available time
- To undertake staff appraisals and workload analysis and to arbitrate on issues of workload.
- To ensure the Practice's employment policies from the HR department are implemented.
- To co-ordinate staff recruitment activities for the site
- To develop team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
- Develop workforce plans which anticipate service changes and developments and which address recruitment, retention and workforce supply issues with the HR department.

Finance

- To have oversight of site-based systems of finance and stock control
- To ensure that site-specific income e.g. QOF, enhanced services is maximised
- To ensure that site-specific expenditure is controlled within agreed limits

Information Technology

- Responsibility for the day to day administration of the computer system including organising any maintenance and backup procedures.
- Ensuring compliance with Data Protection legislation.
- Ensuring that all staff are compliant with the NHS IG standards
- Oversight of the practice website and intranet

Information

- Ensure all staff and doctors are kept informed on all policy changes.
- Organise meetings and implement actions as required.
- Issue procedures and policies via the intranet and through training.
- Act as a central source of information.
- Promote the Practice and its services to both its patients and the wider community.

Building

- Responsible for overall management of the premises with premises staff.
- Ensure efficient use of rooms and equipment.
- Have a clear understanding of telephone systems, daytime and out of hours.
- Understand security systems -alarms & cameras.
- Being lead fire manager and ensuring all fire procedures are kept up to date, monitored and tested.
- To ensure adequate stocks of stationery, clinical and other supplies, reviewing on a regular basis.
- Monitor the premises cleaning and maintenance services, ensuring quality and value for money.

Implementation of plans

- Develop and maintain new and existing services.
- Evaluate suggestions for new business opportunities.
- Other special clinic services.
- Organise patient questionnaires.
- Implementing and maintaining systems to receive patient enquiries and suggestions including oversight of the Practice based complaints procedure.

Risk & clinical governance

- Identify and lead current non clinical governance initiatives and standards; manage and implement effective systems, control processes and risk management arrangements in the service.
- Manage and support conflict resolution from patients, staff, suppliers, other internal and external service providers and partner organisations in the service.
- To work with the Quality team to investigate and respond to complaints in line with the Practice policy.
- To ensure that the site is compliant with relevant Health and Safety legislation, identifying potential hazards and implementing a risk management system.
- To prepare and lead the site through Care Quality Commission inspection and regulatory activities.
- Co-ordinate and support risk management process in department.
- Responsible for ensuring risk assessments are carried out as necessary (including occupational risk assessments)

External Relationships

- Ensuring efficient internal and external communication.
- Liaise with the CCG, NHS England and other bodies as necessary.
- Be the main contact for the Patient Participation Group (PPG), attend meetings and take necessary actions.
- To consolidate links with community organisations and other local resources.

The above list of duties is not exhaustive and may be varied from time to time under the direction of the Chief Operations Officer and the Headlands lead GP partner, dependent on current and evolving practice workload and staffing levels.

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 carer's, 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, the practice Health & Safety Manual, and the practice Infection Control Policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking training appropriate to the post
- 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 patients' 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

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Practice Manager - Person Specification		
	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Degree or Equivalent • Finance, Business or Management Qualification. 	<ul style="list-style-type: none"> • Diploma in Primary Care Management • MBA or equivalent
Experience	<ul style="list-style-type: none"> • Experience of working as a GP practice manager or equivalent • Experience of clerical and administrative work including setting up new systems and managing change • Working knowledge of the NHS and general practice • Excellent IT skills (MS Office suite) 	<ul style="list-style-type: none"> • At least five years' experience of working as a GP practice manager • Significant and demonstrable experience in a staff management position • Experience of working with SystemOne (Clinical database) • Working knowledge of UK & European Employment Law • Fluent in Information Governance requirements
Knowledge/ Skills	<ul style="list-style-type: none"> • Excellent interpersonal verbal and written communication skills • Able to give clear and concise instructions • Able to tolerate stress and manage appropriately within a busy environment • Enthusiastic, honest and reliable • Ability to prioritise work to ensure deadlines are met • Able to problem solve • "solutions-focussed" approach • Good time management • Ability to manage conflict 	<ul style="list-style-type: none"> • Able to provide support and cross cover at most levels • Customer service awareness
Qualities/ Attributes	<ul style="list-style-type: none"> • Friendly and approachable • Flexible working attitude • Motivated and hardworking • Good team player • Ability to use their own initiative • Attention to detail, accuracy • Ability to listen, to discuss and to inform clearly • Ability to record in writing both clearly and accurately; 	<ul style="list-style-type: none"> • Willing to go the 'extra mile' to get things done

	<p>ability to produce reports</p> <ul style="list-style-type: none"> • Intelligent, clear thinking and analytical • Able to take an overview, prioritise effectively and plan strategically • Ability to make decisions, use own initiative and be innovative, self-motivated, reliable and dedicated • Ability to work under pressure and be even tempered • Well organised and meticulous with good time management, leadership and delegation skills • Able to work as part of a team, to promote a good team spirit and to be sensitive and assertive as appropriate. 	
Other	<ul style="list-style-type: none"> • Pleasant and confident manner • An understanding of the need for strict adherence to policies and procedures 	