

Bosvena Health

Job Description Assistant Manager

Job Title:	Assistant Manager
Accountable to:	Strategic Business Manager, Clinical Services Manager and GP Partners
Reports to:	Strategic Business Manager and Clinical Services Manager
Hours:	37.5 hours per week
Salary:	Based on Agenda for Change Band 4/5 dependent on skills and experience
Location:	Bosvena Health – varied sites in Bodmin and Polyphant

JOB SUMMARY:

To support the Strategic Business Manager and Clinical Services Manager in all aspects of operational management of the practice in order to ensure the smooth running of the Practice.

The Assistant Manager will take responsibility, with support from the Strategic Business Manager and Clinical Services Manager, for the general day to day running of the Practice ensuring the wellbeing of patients, doctors and staff. This includes:

- Supervision and management of Patient Advisor team members, including HR (direct line manager) working with the existing Supervisor.
- Complaints liaison and management – supported by the GP Governance lead and team leads as required
- Support I.T. leadership within the practice working with key staff
- Provide high level administrative support to the Practice
- Day-to-day premises management for any of the practice sites
- Day-to-day operational support of the work of the Practice
- Excellent communication with Strategic Business Manager, Clinical Services Manager and the Practice team, as required, on a daily basis

GENERAL

- The post-holder will need to become familiar with all functions of the Practice clinical system and applications plus national and local quality standards for primary care/general practice. Training can be given if the candidate is not experienced in these areas
- Lead on the recording and management of significant events ensuring these are recorded in a timely fashion using Teamnet and are discussed at Operations and monthly quality meetings and learning is disseminated.
- In conjunction with the Management team, undertakes specified duties in relation to fire safety, Health and Safety and risk management within the Practice including risk assessments for various

- areas within the practice where operational control sits within the role.
- To undertake regular delegated tasks and special projects as delegated by the Strategic Business Manager or Clinical Services Manager
- As necessary, to attend any meetings as requested or on behalf of the Practice and undertake follow up action
- To minute any meetings as required including monthly Quality and Assurance meetings and staff meetings as needed.
- Assist the management team in compiling and updating policies and procedures in all areas of the Practice
- Ensure effective delegation where appropriate
- Contribute to Practice strategy, formulate objectives and research and develop ideas for future Practice development and Confederation working
- Assist the Strategic Business Manager in the writing of business plans, where appropriate and any research required
- The range of work undertaken in providing management support will vary in detail in the light of changing demands and priorities within the Practice
- Support the Practice and the management team in maintaining its CQC Good rating and strive towards an Outstanding rating
- Liaise with the team in monitoring of the Quality and Outcomes Framework, and support this work as required to ensure all targets are being met
- Oversee the management of the cleaning staff and cleaning within the practice, ensuring that all audits and cleaning schedules are adhered to.

ESTATES MANAGEMENT AND HEALTH AND SAFETY

- Ensure the Practice premises are properly maintained and cleaned and that there are adequate security and fire prevention systems are in place and policies are followed at all times
- Oversee maintenance of the building and equipment, arranging repairs/contractors, as required ensuring best value for money at all times
- Along with the practice management team, implement health and safety and associated provisions, ensuring that audits and inspections are undertaken in accordance with these provisions and procedures
- Identify the risks involved in work activities and undertaking such activities in a way that manages those risks. Reports any potential risks identified to the Strategic Business Manager or Clinical Services Manager, as appropriate.

ORGANISATIONAL

- Convene meetings, prepare agendas and ensure distribution of minutes as necessary
- Carry out audits and reports as required
- Review processes and guidelines as required
- Provide holiday backfill for administrative functions within the practice

PATIENT SERVICES

- Maintain registration policies and monitor patient turnover and capitation in collaboration with the Reception Supervisor
- Lead on the development and design, and assist in the maintenance of the Practice Patient Participation Group attending meetings as required
- With the Clinical Services Manager oversee and manage effective appointments
- Manage patient surveys and provide reporting to the management team and GP Partners
- Provide first point of contact for patient advice and queries including the management of same day complaints or issues for local resolution.
- Assist the Clinical Services Manager and responsible Clinical Partner – Governance lead to provide an effective complaints management system providing all administrative support for responses and patient outcomes.

INFORMATION MANAGEMENT AND TECHNOLOGY

- Work with the Practice IT leads and PCN IT and Transformation lead for IT issues within the practice. Work with systems suppliers to solve any problems
- Advanced user (super user) of the Practice clinical system to enable intricate data analysis
- Work with the HR Administrator in the management of Agilio TeamNet (intranet) including ensuring staff are using it correctly and the content is reviewed regularly
- Keep abreast of the latest developments in primary care IT and where appropriate share learning and information with the practice team
- Arrange/manage annual calibration/PAT testing
- In conjunction with PCN IT and Transformation lead and Clinical Services Manager, ensure that the Practice has effective IT data security
- Organise, oversee, and evaluate IT training as required for various teams.
- Assist in the management, development and upkeep of the Practice web site

HUMAN RESOURCE

Work in accordance with Practice policies and procedures and current employment law, including:

- Managing the training process and schedule for staff in collaboration with the HR Administrator
- Full absence management for responsible staff
- Appraisals for responsible staff
- Keep abreast of changes in employment legislation
- Assist the Strategic Business Manager or Clinical Services Manager with any major changes to the workforce, taking responsibility for implementation if required
- Ensure quality standards are maintained

CONFIDENTIALITY

- In the performance of the duties outlined in this job description, the post holder will have access to confidential information relating to patients and their carers, Practice staff or 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

EQUITY 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

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
 - Maintain excellent communication with the Practice Manager on a daily basis and the rest of the practice team
 - Attend meetings externally and internally as appropriate, ensuring effective feedback from meetings attended

PERSONAL AND PROFESSIONAL DEVELOPMENT

- The post holder will participate in any training programme implemented by the Practice as part of this employment. Such training to include:
 - Participating in 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 in the Practice, and will:
 - Help the Practice in maintaining CQC and other appropriate nationally recognised quality standards
 - Alert other team members as appropriate of any issues covering 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 as required
 - Effectively manage own time, workload and resources
 - Apply Practice policies, standards and guidance
 - Discuss with other members of the Practice team how the policies, standards and guidelines will affect their own work
 - Participate in audit where appropriate

GENERAL

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out reasonable duties, which may be requested from time to time. The Primary Care area involves constant change and development so the role will not stay static and will always be varied.

PERSONAL RESPONSIBILITIES

As well as the Health Care rules and procedures, which you are required to observe and follow, the Practice has developed a number of general policies and procedures that apply to your employment. Whilst the Practice recognises specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of these policies, procedures and standards. You should familiarise yourself with these and ensure that you understand and adhere to them. Particular attention is drawn to:

Health and Safety:

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Fire Procedure:

The post holder must adhere to the Practice Fire Policy, including attending Fire training.

Equal Opportunities:

The Practice has policies covering Equal Opportunities and Harassment. The aim is to ensure that no colleagues, potential employees, patients/clients are harassed, or receive less favourable treatment on the grounds of disability, age, sex, sexual orientation, marital status, race, colour, religion or ethnic/national origin.

Security and Confidentiality:

The post holder must adhere to a range of policies, procedures and legislation relevant to security and confidentiality.

Due to the sensitivity of this position, it requires, as with all staff at the Practice, that the candidate undergo a Disclosure and Barring Service check. The position will only be confirmed once this has been completed without any flagged issues.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Signed Employee.....Date.....

Signed Employer.....Date.....

Date Prepared.....

Date when job description was last amended.....

Person Specification

JOB TITLE:	Assistant Manager	
REPORTING TO:	Strategic Business Manager or Clinical Services Manager	
ACCOUNTABLE TO:	Strategic Business Manager or Clinical Services Manager and GP Partners	
ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE
Education/ Qualification/ Training	<ul style="list-style-type: none"> • Educated to ILM level 3 or 5 or equivalent level of experience 	E
	<ul style="list-style-type: none"> • Evidence of Continual Professional Development 	E
Knowledge, Skills and Experience	<ul style="list-style-type: none"> • Analysing and interpreting complex and/or sensitive information which might be conflicting 	D
	<ul style="list-style-type: none"> • Experience of recruitment and retention 	E
	<ul style="list-style-type: none"> • Advanced IT skills to include moderate>advance use of Excel 	E
	<ul style="list-style-type: none"> • Experience of working in a general practice health setting 	D
	<ul style="list-style-type: none"> • Knowledge or experience of current NHS/LA targets/commissioned services 	E
	<ul style="list-style-type: none"> • Significant NHS experience 	E
	<ul style="list-style-type: none"> • Excellent communication & interpersonal skills within multidisciplinary team 	E
	<ul style="list-style-type: none"> • Specialist knowledge of NHS IT systems 	E
	<ul style="list-style-type: none"> • Understanding of medical terminology 	D
	<ul style="list-style-type: none"> • Medication knowledge 	D

<p>Personal Characteristics</p>	<ul style="list-style-type: none"> • Ability to work autonomously and make decisions • Excellent communication skills that can be used across the organisation and at all levels. • Evidence of excellent organisational skills • Self-motivated • Reliable, flexible & adaptable • Ability to use initiative • Creative & innovative • Ability to stay calm and focused 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
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