## JOB TITLE: Assistant Practice Manager

**REPORTS TO: Deputy Operations Manager**

**HOURS: 37.50 Per Week**

**Job summary:**

The post-holder will support the Deputy Operations Manager and Head of Primary Care in their operational day-to-day duties across the DHU Practice site providing a reliable source of cover in their absence.

The post-holder will work closely with, and under the direction of the Deputy Operations Manager to improve standards across a wide range of clinical and administrative activity. Maintain overall responsibility for the maintenance of the building, management of premises, contracts, services, Health & Safety & Infection Prevention Control.

The post-holder will be able to lead on a day to day basis and propose resolution for any problems if and when they arise.

**Job responsibilities**:

**Staff organisation:**

* Maintain adequate cover for all staff during surgery hours, including sickness and holidays
* Allocate specified tasks requested by doctors and other members of the primary health care team
* Deal with staff issues, which directly affect the working environment
* Oversee thepreparation of all staff rotas weekly, 6 weeks ahead
* Authorise staff holiday dates and arrange cover as necessary
* Instigate and organise annual mandatory staff training and maintain the training matrix

**Practice development and clinical governance**

* Contribute to production and review of practice development plans and reports
* Contribute to identifying gaps and/or needs in current activities and act proactively
* Contribute to analysis and review of strategy within the practice
* Contribute and support the Deputy Operations Manager in preparation for any Care Quality Commission inspection or meetings
* Be aware of issues related to professional development and be committed to participate in training and education
* Ensure recall systems are adhered to for target payments regarding the Quality and Outcomes Framework (QOF)
* Able to carry out basic book keeping – income and expenses
* Contribute to the monitoring and audit of data and professional practice regarding governance requirements

**Organisational tasks**

* Oversee the claims process for work undertaken as part of enhanced national or local services
* Implement and monitor GP and nurse rotas and identify potential problems including efficient use of time
* Support locums/sessional /salaried GPs working in the practice
* Convene meetings, generate minutes of practice meetings as appropriate and implement action.
* To provide support to clinical sub groups in correctly identifying and targeting patients for assessment and treatment and in the production of information for clinical audit
* Oversee the security and validation processes for the clinical system.

**Patient and community services**

* Co-ordinate the practice-based complaints procedure and acknowledge receipt of complaints
* Be the first point of contact for patient liaison and step in when needed in front line at the practice
* Work within the GP contract and it’s commissioner – the ICB on delivery of the contract
* Maintain practice process / performance to high CQC standards
* Work to increase the income and newer service delivery at the practice.

**Human resources**

* Instigate, participate and contribute to staff meetings; co-ordinate the agenda and implement action from these meetings
* Participate in the recruitment and selection process for appointing new staff by interviewing as part of selection panel
* Identify needs for own training and that of others; induction for new staff; draw up and co-ordinate induction and training programmes for new reception and administration staff
* Be aware of the importance of good employment practice and how this relates to the reception and administration teams; monitor policies and procedures against practice and/or external guidelines and report and suggest resolution for any problems
* Contribute to practice procedures for performance review, appraisal or mentoring and promote value of schemes to reception and administration staff

**Premises and equipment**

* Monitor equipment and report operating problems; monitor maintenance schedules, to include organisation of repairs and replacement when appropriate in consultation with the deputy operations manager.
* Maintain premises security systems
* Contribute to the establishment and implementation of reviews in shared services and premises

**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 health care 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 health care 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 and safety:**

* The post-holder will work with DHU colleagues to implement the management of their own and others’ health, safety and security as defined in the practice health and safety policy and infection prevention control policy (IPC) and procedures.
* Ensure job holders across the practice adhere to their individual responsibilities for infection control and health and safety (H&S), using a system of observation, audit and check, hazard identification, questioning, reporting and risk management
* Maintain an up to date knowledge of H&S and IPC statutory and best practice guidelines, ensuring implementation across the practices
* 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 across the practices
* Making effective use of training to update knowledge and skill and initiate and manage the training of others
* Actively identify, report and correct H&S and IPC hazards immediately with DHU colleagues
* Ensure own work areas and general / patient areas are clean, identifying issues and hazards/risks and assuming responsibility for the maintenance of general standards of cleanliness across the practices in consultation (where appropriate) with DHU colleagues
* Routine management of own team/team areas and maintenance of work space standards

**Equality and diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Act 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
* Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behave in a manner that is welcoming to 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 DHU 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
* Weekly review of dashboard data adjusting workforce to meet needs
* Work effectively with individuals and 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
* DHU has a policy of dealing with today’s emails the day they are received.

**Contribute to the implementation of services:**

The post-holder will:

* Apply DHU 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

**Values, behaviours and principles**

We are always:

* **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
* **Accomplished** – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* **Respectful** – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
* **Encouraging** – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

The above are not exhaustive and will need to vary with the needs of the practice

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| Assistant Practice Manager - Person Specification |
|  | **Necessary** | **Desirable** |
| **Academic/** **Vocational Qualifications** | * Evidence of a sound education – minimum of good scores in GCSE or higher. Graduates welcome
* Evidence of a commitment to continuing professional development e.g. e-learning
 | Relevant management experience  |
|  **Experience** | * Experience of and success at communicating clearly and managing people
* Experience of working in teams and able to promote a team spirit of working in the NHS ideally in a GP surgery
* SystmOne experience
 | At least 2 years management experience in the NHS or in practice managementFinancial management experience including understanding of spread sheets |
|  **Skills** | * Fast learning ability
* Excellent communication (oral and written) and inter-personal skills
* Ability to listen and empathise
* Excellent time management
* Be proactive and use own initiative- work to dead lines
* Delegation and empowerment of staff, able to support practice meetings with admin staff and clinical staff
* Experience of leading team and some knowledge of performance management of staff
* Independent logical problem solving
* Negotiating and managing conflict
* Able to manage change and cope with pressure
* Networking and facilitation
* Understanding GP income streams and claims process
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|  **Qualities** | * Self-motivating and self-confident – able to work with minimal direction and provide results
* Adaptable and innovative
* Enthusiasm with energy and drive
* Gains respect by example and leadership
* Trustworthy, honest, reliable, caring and sympathetic
* Strategic thinking with vision
* Hard working, reliable and resourceful
* Willing to work flexible hours as necessary including covering Deputy Operations Managerand if needed, junior staff holidays
* Considered, steady approach
* Diplomatic
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