

FAVERSHAM MEDICAL PRACTICE

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JOB DESCRIPTION

JOB TITLE: COMMUNITY SERVICES MANAGER

REPORTS TO: BUSINESS MANAGER

HOURS: Full time

Job summary:

The post-holder will;

- Be responsible for the day-to-day supervision and line management of office staff (Including but not limited to all Admin staff, Medical Secretaries and other clinical service staff) and associated functions, including the administrative processes and procedures, ensuring all functions are carried out in accordance within agreed procedures, protocols and time-scales, and will report to the Business Manager.
- Responsibility for ensuring administrative and secretarial work is completed by the office staff in a timely manner with all deadlines being met. This, at times will include responsibility for ensuring the timely submission of claims and invoices.
- Responsibility for day-to-day supervision of Urgent Treatment Centre operations, reporting to the Business Manager.
- Assist the Business Manager to maintain standards under Care Quality Commission to optimise Practice performance.
- Excellent working knowledge of a clinical IT system, preferably EMIS or similar, including an understanding of the templates, protocols, concepts and be able to offer support to Consultants, GP's and staff of Faversham Medical Practice. Organize data sharing agreements and work with outside practices to enhance our business.
- Work closely and support the Business Manager.
- The role involves being self-motivated and able to work using own initiative.
- Organisational, administrative, good communication and inter-personal skills together with a good positive friendly attitude. Decision making skills are necessary.
- The role will involve promoting Faversham Medical Practice to achieve an increase in the range of services and facilities for the benefit of patients and take steps to improve the day to day working for Consultants, GP's and all staff.

1. ORGANISATIONAL RESPONSIBILITIES

- To be responsible for the day-to-day supervision and line management of office staff (including but not limited to all Admin staff, Medical Secretaries and other clinical service staff).
- Project manage any new services, working closely with the Business Manager.
- Operational day-to-day supervision of the Urgent Treatment Centre, reporting issues and working closely with the Business Manager.
- To undertake a variety of administrative duties to assist in the smooth running of the Practice.
- Be familiar with Faversham Medical Practice protocols and take part in regular updates.
- To be adaptable with regard to working times and to the needs of the Practice as becomes evident with day to day changes within the practice.
- Identify areas where further training/systems/improvements are needed and ensure action is taken and changes implemented.

2. OPERATIONAL RESPONSIBILITIES

Human Resources

- Take responsibility for the operational line management of staff working in the office as well as other clinical service staff.
- Carry out 1, 2 and 6 monthly reviews, annual appraisals and return to work interviews after short periods of sick or other leave, for members of the office and clinical service staff.
- Be involved in the recruitment of applicants for the office team and clinical service staff, working closely with the HR Manager and Business Manager.
- Develop, arrange and carry out/oversee staff induction, training and development opportunities for the office team and clinical service staff, liaising with the HR Manager to ensure staff are appropriately trained to fulfil their roles and to maximise opportunities for motivating staff to fulfil their potential.
- Deal with change of hours requests in conjunction with the HR Manager and Business Manager.
- Carry out exit interviews.
- Deal with general day-to-day queries from members of the office staff and clinical service staff.
- Deal with requests for annual leave/TOIL/time off for other reasons, authorising or rejecting any requests in line with the Staff Handbook and in discussion with the HR Manager as appropriate.
- Responsible for the management of the staff rota for the office staff and clinical service staff.
- Review training requests from the office staff and clinical service staff as per Practice procedure.
- Involvement in the recruitment process for new members of the office staff, from evaluating staffing requirements through to the employee's first day, liaising with the HR Manager and Business Manager as required.
- Assisting with Disciplinary and Grievance procedures, this could include investigations, meetings and note taking.
- Work closely with the Business Manager and others to ensure adequate staffing levels and training requirements associated with the office team and clinical service staff.
- Work closely with the Business Manager and HR Manager to involve staff as appropriate in the introduction of change.
- Responsible for cross line management when another line manager is absent, ensuring line management duties are carried out.
- Assist the Business Manager and HR Manager in ensuring all policies and procedures are up to date, particularly as they relate to administrative, office work and clinical services and ensure all relevant staff have read and signed updates.

- Work under the direction of the Business Manager, and others as appropriate in the handling of patient complaints, particularly where the complaint relates to the office or clinical services. To pro-actively work to diffuse complaints at an early stage, particularly where the complaint relates to the activities of the office or clinical services.
- Manage, appraise, support and meet with all community integrated services staff.
- To liaise and induct clinicians, in particular Consultants and staff employed by the practice and assist in setting up their clinics and to monitor and audit activity of these clinics.

Finance

- Check time sheets, authorising as appropriate and passing to the Finance Manager.
- Take responsibility for reimbursing staff from petty cash in the Finance Manager's absence.
- Carry out data validation searches to check data is recorded correctly to the CCG to ensure accurate financial claims are made. Where necessary deal with the discrepancies and any staff issues as a result of these.
- Monitor and ensure accurate reporting data and invoicing for all community integrated services is achieved by the required deadline.
- Maintain stock levels. Submitting stock orders and ensuring that all stock has been checked upon arrival to be correct and present.
- Liaising with the Finance manager to submit invoices and statements when necessary.

Clinical Services

- Assist the Business Manager to implement improvements in line with the CQC and ensure that quality is maintained.
- Project manage any new services and take responsibility for liaising with the GP's, Business Manager, Prescribing Staff, Nursing Staff, Data Entry/Scanning, Admin, Secretarial and Reception staff where necessary for the benefit of these new services.
- Keep up to date with any changes in contracts, which will necessitate regular checks on the appropriate websites and liaising with the CCG commissioning teams.
- Attend all appropriate Clinical Governance Meetings held at the practice for all community integrated services and ensure all information relevant to the meeting is prepared and presented.
- Attend any practice meetings at the request of the Business Manager or Partners of Faversham Medical Practice.
- Chair and run the clinical services team meetings at least three monthly and support the team on a day to day basis.
- Liaise and support the outreach clinics and attend all Clinical Governance Meetings.
- To liaise and support clinicians and other members of staff to ensure correct read codes are being used and all patient activity is being correctly recorded in the computer system.
- To respond daily to queries, e mails, calls from all staff and outside providers to ensure the smooth running of integrated services.
- To set up monitoring spreadsheets where necessary within the practice.
- To respond to queries and liaise with members of the CCG Commissioning team where appropriate.
- To assist the Partners of the Practice and the Business Manager when working up new proposals.
- To instigate checks on activity to ensure correct procedures and timescales are being adhered to.
- To ensure all accreditation certificates are received, DBS checks made, references taken up where necessary for all outside providers.

- Where necessary meet with the Partners and the Business Manager for forward planning and activity feedback and attend contract review meetings where appropriate.
- To monitor activity, audit outcomes and patient satisfaction for all integrated services.

Information and Technology

- To oversee the maintenance of an equipment log so that Clinical Commissioning Group (CCG) and Practice owned equipment is readily identifiable.
- To oversee the regular updating of the Practice Asset Log.
- To oversee the reporting of IT faults and issues to GPIT, EMIS Helpline and others and recording appropriately.
- Initiate EMIS User Group Meeting/training sessions for the benefit of upskilling staff and outside providers.
- Responsible for organizing the signing in and out of Practice laptops from the Practice to staff working at home where applicable.

Communication

- Actively participate in staff and external meetings as required, preparing agendas as required, disseminating information and ensuring the distribution of minutes as necessary.

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, the practice health & safety manual, and the practice infection prevention and 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, and initiate and manage the training of the administrators.
- Using appropriate infection prevention control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed.

- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognized.
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the Practice, and assuming responsibility in the maintenance of general standards of cleanliness across the Practice in consultation (where appropriate) with other sector managers.
- Ensuring all accidents and incidents are recorded in the practice's Accident book in alignment with Health and Safety legislation.
- Undertaking periodic infection prevention control training (minimum annually).
- Routinely managing own team / team areas, and maintaining work space standards.
- Have a clear understanding of the security and fire alarm systems ensuring that all fire drills are completed according to current legislation.
- Demonstrating due regard for safeguarding and promoting the welfare of children.

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 recognizes 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.

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.

Safeguarding:

It is the responsibility of all staff at Faversham Medical Practice to;

- Safeguard and promote the welfare of children and vulnerable adults.
- Ensure their safeguarding adults and safeguarding children training is up to date at the level appropriate to their role.

Job Description Agreement

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice.

Note

This is not intended to be an exhaustive list of responsibilities, and it is expected that the successful applicant will participate in a wide range of activities.