



STENNACK SURGERY

The Old Stennack School
St Ives
Cornwall
TR26 1RU
Tel: 01736 793333

JOB DESCRIPTION

JOB TITLE: PRACTICE MANAGER

REPORTS TO: GP PARTNERS

HOURS: 37.5 hours per week over 5 days

Job Summary:

Working collaboratively with the Partnership and existing Management Team to provide overall leadership and management skills to enable the practice to meet its agreed aims and objectives. Bringing energy to our staffing and patient experience and helping to create a profitable, efficient, safe and effective practice.

Job Responsibilities:

Strategic management and planning – working closely with the GP Partners & Management Team: -

- Prepare and annually update the practice business development plan, driving forward the implementation of its aims and objectives.
- Monitor and evaluate performance of the practice team against objectives; identify and manage positive change.
- Develop and maintain effective communication both within the practice and with relevant outside agencies.
- Ensure CQC compliance alongside the CQC Registered Manager & GP Partners.
- Ensure the business continuity plan & disaster recovery procedures are continually operational.
- Co-ordinate meetings, including the preparation of agendas, minutes and action points to drive change.
- Develop Practice protocols and for administrative procedures. Review and update as required.
- Overall responsibility for management email.
- Ensure Partnership Agreement remains up to date.

Human Resources (HR) – working closely with the Operations Manager and Nurse Manager

- Manage & oversee the recruitment and retention of all staff and provide a general personnel & team management/HR service to all staff.
- Ensure that all members of staff are legally and gainfully employed.
- Overall line management of practice staff as per practice organogram.
- Monitor skill-mix, staff efficiency and deployment of staff.
- Manage staffing levels within target budgets.
- Oversee staff payroll, including pensions, in collaboration with finance manager.
- Oversee staff induction and staff training and ensure that all staff are adequately trained to fulfil their role.
- Ensure all staff follow and adhere to policies, standards and guidelines.
- Oversee all staff rotas, annual leave systems and study leave systems.
- Develop & implement effective staff absence monitoring systems, back to work interviews & staff support procedures.
- Develop and implement effective staff appraisal, personal development plans (PDP) and monitoring systems.
- Support and mentor staff, both as individuals and as teams to maximise staff morale and efficiency.
- Implement effective systems for the resolution of disputes and grievances.
- Keep abreast of changes in employment legislation.
- Ensure up-to-date HR documentation & systems (including job descriptions, employment contracts and employment policies & procedures).
- Ensure contractual reporting systems including the NHS Workforce Survey.
- Use technology appropriately to support HR systems and maximise efficiency.
- Arrange appropriate indemnity and locum insurance cover.
- Liaise with partners on staff development & staff social events.
- Take overall responsibility for the management and resolution of all significant events & complaints.

Financial Management - working closely with the Finance Manager

- Strategic oversight and understanding of the Practice Finances in order to drive change.
- Understanding of the practice accounts, current income streams (NHS & Private) & expenditure.
- Keep abreast of contract and legislation changes and new funding opportunities.

Health & Safety & Facilities Management – working closely with Operations Manager and Nurse Manager

- Maintaining an up-to-date knowledge of health and safety.
- Keep abreast of current legislation.
- Making effective use of training to update knowledge and skills.
- Oversight of staff adherence to their individual responsibilities for infection control and health and safety, using a system of observation, risk assessment, audit and check, hazard identification, questioning, reporting and risk management.
- Comply with appropriate standards for safeguarding of adults and children in General Practice.
- Responsibility for identifying all operational/site related Health & Safety risks and completing risk assessments and ensuring compliance. Correcting all health and safety hazards and infection hazards immediately when recognised and reporting appropriately.

Estates:

- Develop an estates strategy and management structure for the running of the site.

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.

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 that 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, with 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 including mandatory training.
- Taking responsibility for own development, learning and performance. 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize 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.
- Participate in audit where appropriate.

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For and on behalf of the Employer

..... (Date)

..... (Employee)

..... (Date)