**The clinic@78**

**Clinic Operations Manager job description & person specification**

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| **Job Title** | Clinic Operations Manager |
| **Line Manager** | Rob Benepal / Dr Emily Monks |
| **Accountable to** | Rob Benepal / Dr Emily Monks |
| **Hours per week** | 25-30 hours per week |

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| **Job Summary** |
| The postholder will be able to:1. Ensure delivery of the highest quality care & service to patients & visitors of the clinic.
2. Provide management for the clinic in terms of:
* CQC Compliance
* Leadership
* Strategic management
* Operational management
* Communication
* Project management
* Business development
* Financial planning and management
* Management of service delivery
* Contract delivery and performance
* All aspects of HR management
1. Represent ‘***the clinic@78***’ to patients and others at events within and external to the clinic.
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| **Clinic Overview** |
| ‘the clinic@78’ offers a broad range of coordinated, high quality private medical treatments and services that have first class customer service and patient care at the heart. All services are located under one roof; in a high end, modern clinic which has access to top of the range equipment. This is all coordinated by a single point of contact. The clinic has been built from scratch, within an existing shell which was previously a furniture showroom. This has been designed by our architect, working with an interior design team, in conjunction with all of our Doctors and allied health professionals, in order to ensure a luxurious, 5 star clinic that is fit for purpose and specific clinical needs.The clinic offers private GP appointments alongside an array of other medical, health, and lifestyle and wellbeing services. All services provided by the clinic are of the highest standard and bespoke to the individual customer/patient.The concept is broadly across 5 areas:* GP
* Musculoskeletal Medicine
* Lifestyle & Preventative Medicine
* Hospital Specialists
* Diagnostics
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| **Generic Responsibilities** |
| All staff at the clinic@78 have a duty to conform to the following:**Equality, Diversity & Inclusion**A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.**Safety, Health, Environment and Fire (SHEF)**This clinic is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation. **Confidentiality**This clinic is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service. All staff are required to sign a confidentiality agreement at the start of their employment with the clinic.**Quality & Continuous Improvement (CI)**To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the clinic to look for opportunities to improve quality and share good practice.This clinic continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care. **Induction Training**On arrival at the clinic all personnel are to complete a clinic induction programme; this is managed by the Administration and Clinic Operations Managers.**Learning and Development**The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the Administration Manager, as well as participating in the clinic training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery. **Collaborative Working**All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.**Service Delivery**Staff at the clinic@78 must adhere to the information contained with clinic policies and procedures, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure. **Security**The security of the clinic is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.**Professional Conduct**At the clinic@78, staff are required to dress appropriately for their role. Administrative staff must adhere to the clinic dress code whilst clinical staff must adhere to the clinics uniform policy.**Leave**All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 20 days leave each year, and should be encouraged to take all of their leave entitlement.  |

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| **Primary Responsibilities** |
| Communicating and Working with OthersThe Clinic Operations Manager will be responsible for ensuring that all methods of communication at the clinic operate effectively to the benefit of patients and team members. This will include:* Working with others including all stakeholders (partners, staff, patients and colleagues both within and outside the clinic).
* Communicating through all means including written and verbal, meetings, email, patient information leaflets, clinic web site etc.
* Planning, scheduling and convening/chairing meetings, ensuring agendas are prepared and that attendance, minutes and actions are taken.
* Ensuring that decisions are based on appropriate consultation, investigation and evidence and that decision-making processes follow an agreed structure of which everyone is aware.

HR ManagementThe Clinic Operations Manager will ensure that the clinic’s staff team is able to deliver the services required to the highest possible standard. This will include:* Interpreting and applying the rights and responsibilities of staff in a way that is consistent with current legislation and clinic policies.
* Monitoring the effectiveness of equality, diversity and employment rights policies and procedures, reviewing how they are implemented and making changes as necessary to ensure compliance.

The Clinic Operations Manager will manage the clinic’s staff to ensure that teams are led and work effectively, that work is appropriately delegated and results delivered, that processes of recruitment and selection are effective and comply with current legislation and that performance and disciplinary issues are handled with sensitivity and in compliance with current legislation. This will include:* Ensuring team members have a clear understanding of work objectives and work with commitment.
* Ensuring teams contain a suitable mix of knowledge, skills and experience wherever possible.
* Providing teams with the resources they need.
* Encouraging team spirit and motivation.
* Maintaining team performance even at times of absence or shortage, redeploying staff as necessary.
* Delegating work activities to team members as appropriate.
* Recruiting staff in a manner which complies with current legislation.
* Applying a recruitment policy which includes the creation of job descriptions and personal specifications, ensures that potential applicants both within and outside the clinic are aware of opportunities and ensures that the people recruited are capable of achieving the clinic’s requirements.
* Monitoring and highlighting workforce planning issues.
* Ensuring good skill mix so that tasks are undertaken by team members with appropriate competence/training and maximum value for money.
* Providing clear feedback to team members on their performance and allowing the chance for the team member to respond to the feedback through appraisal and on an ad hoc basis.
* Monitoring individuals’ performance, recording the information and supporting them in improving their performance.
* Providing pastoral support, coaching and/or mentoring as needed.
* Taking action to remedy poor performance or poor conduct in compliance with current employment legislation and clinic policies.
* Ensuring all clinic HR policies are up to date and in line with current legislation.

Optimising Resources: physical and financial resourcesThe Clinic Operations Manager will ensure that the clinic’s physical and financial resources are managed and maintained for maximum effectiveness including maximising the clinic’s financial resources. This will be planned solely in conjunction with the owner. This will include:* Ensuring financial risks are recognised and that appropriate action is taken.
* Monitoring expenditure and identifying significant deviations from plan.
* Maximising the clinic’s income from patients and/or insurance companies, monitoring performance against planned outcomes and taking appropriate action to correct deviations. This will include ensuring all claims are submitted in good time and payment received.
* Planning and management of QOF workload (as much as is relevant to Private Clinic), delegation of areas of responsibility/duties to staff and doctor teams, monitoring progress and monthly reporting to owners & practitioners and ensuring plans are carried out and corrective action taken to maximise achievement.
* Presenting financial plans, monitoring information and reports to the partnership as required.
* Ensuring that resources are used efficiently and effectively by the whole team.
* Identifying problems with resources including premises and facilities and taking appropriate action.
* Controlling and storing resources according to requirements and specifications.
* Ensuring the maintenance of records of asset use and maintenance
* Ensuring that effective safeguards are in place to prevent fraud
* Manage income and expenditure systems (banking, petty cash, invoicing etc).

Managing Access to Services and Developing Patient ServicesSupport and in absence of the other Clinic Manager be responsible for ensuring that patients are able to access the services of GPs, Practice Nurses and other team members in accordance with agreed standards. This will include:* Monitoring appointment availability both in advance and on a daily basis and ensuring appropriate action is taken, for example internal cover booked.
* Planning well ahead for absences such as annual leave.
* Regularly reviewing access arrangements, for example demand surveys, access audits and recommending changes.
* Ensuring adequate levels of all types of staffing according to clinic policy.
* Monitoring and developing patient services.
* Ensuring service development and delivery is in accordance with contractual and local/national guidelines including commissioning
* Monitoring and maintaining registration policies, monitoring patient turnover and list size.
* Ensuring that the delivery of clinic services is in accordance with equality legislation and protects all patients’ and carers’ rights.

Optimising Resources: IT and informationThe Clinic Operations Manager will be responsible for ensuring that the clinic’s IT resources (hardware and software and data) are effectively managed and maintained to protect the integrity of patient records and other records and ensure that resources are used to the best benefit of patient care. This will include:* Ensuring that all team members are able to make the most effective use of the technology they are required to work with.
* Ensuring that data and information are received at the correct time, in the correct format, are processed accurately in an agreed format, are appropriately actioned, are stored securely and are transmitted in a way that ensures confidentiality.
* Ensuring the clinic’s compliance with the General Data Protection Regulation and Freedom of Information Act, other relevant legislation and professional information management standards such as GMC guidance.
* Implementing and monitoring systems which ensure that patient confidentiality is protected at all times by all staff, who are aware of their responsibilities.
* Ensuring the clinic has systems and processes for effective data processing and management.
* Monitoring, evaluating and adjusting the ways in which technology is used in order to benefit patients and the clinic.
* Planning for future adoption of new applications of IT to develop and enhance service delivery.

Managing RiskThe Clinic Operations Manager will ensure that potential risks to the clinic and its work, including those concerning health and safety of individuals, are identified, addressed and minimised in line with relevant legislation and best practice. This will include:* Monitoring relevant legal and statutory requirements and their implications for the clinic, including the consequences of non-compliance.
* Reviewing policies and procedures to ensure compliance.
* Identification of risks involved in work activities, management of risks and support to others in management of risks.
* Monitoring of work areas and practices to ensure they are safe and free from hazard and that they conform to health and safety legislation.
* Compliance with professional and legal requirements and guidelines
* Delivery of appropriate education and training in health and safety.
* Ensure the clinic has a Disaster Recover policy that is updated and in which everyone is trained.

Leading ChangeThe Clinic Operations Manager will ensure that changes in the clinic are led and managed in an effective manner to ensure successful outcomes. This will include:* Leading the clinic’s strategic and operational planning processes including setting objectives and monitoring progress.
* Anticipating and planning for change and development.
* Assessing risks associated with change.
* Maintaining the clinic’s vision.
* Presenting recommendations for developments to the partnership including writing business and development plans as required.
* Maintaining stability and morale at times of change.
* Creating an environment that ensures that the team performs at its best.
* Managing people through changes, planning, monitoring, motivating and evaluating.

Improving QualityThe Clinic Operations Manager will support the clinic in ensuring that patient care is delivered to the best possible quality. This will include:* Ensuring that the clinic complies with current clinical governance recommendations.
* Keeping up to date with quality developments and current best management practice.
* Enabling others to understand their contribution to quality and working to quality standards.
* Monitoring activities against quality standards, auditing performance and taking effective corrective action to improve performance against standards.
* Investigating and addressing poor quality.
* Evaluating the quality of own and others’ work and re-evaluating after change.

Training and Developing OthersThe Clinic Operations Manager will ensure that clinic staff perform to the best of their ability in their roles by making sure that appropriate training and development processes are in place. This will include:* Developing and maintaining a culture of learning in the clinic.
* Ensuring that the clinic has a learning plan which is delivered.
* Ensuring that the clinic has systems to identify learning needs, including an appraisal scheme.
* Ensuring that individuals’ learning needs are identified and acted upon by seeking appropriate learning opportunities.
* Supporting team members in developing and applying their knowledge and skills in practice.
* Developing and maintaining processes in the clinic such as audit and significant event analysis to ensure that learning opportunities are recognised and acted upon by the whole team.

Patient ComplaintsThe Clinic Operations Manager will be responsible for ensuring that all patient complaints are handled in accordance with the clinic’s Complaints Procedure. This will include:* Ensuring patients know how to complain and to whom.
* Ensuring that complaints are acknowledged within the recommended timescale.
* Ensuring that complaints are efficiently and fairly investigated.
* Ensuring that advice and support are sought as appropriate from the clinic’s medical defence provider.
* Making sure that the patient receives a response to their complaint within the recommended timescale.
* Ensuring that the complaint is used as a learning opportunity for the clinic.
* Ensuring the complaints procedure is updated in line with changes to national complaints procedure

***Confidentiality***In the course of their duties, the COM will have access to confidential information relating to patients, their carers and relatives and colleagues within and outside the clinic. They may also have access to information relating to the clinic as a business. All such information from any source whatsoever will be treated as strictly confidential.Information relating to patients, their carers and relatives and colleagues within and outside the clinic and in relation to the clinic as a business will only be shared in accordance with the clinic’s Confidentiality Policy, the General Data Protection Regulation and the Freedom of Information Act and in such a way that personal and sensitive patient-identifiable data is protectedThe Clinic Operations Manager is responsible for ensuring that the clinic’s confidentiality and Information Governance policies are updated and implemented and that all staff are adequately trained and that training is updated.***Equality and Diversity***The Clinic Operations Manager will comply with the clinic’s Equality and Diversity Policy, including:* Recognising the rights of patients, carers, relatives and colleagues and respecting their needs, beliefs, privacy and dignity.
* Not discriminating against patients, carers, relatives or colleagues on the grounds of any of the protected characteristics in the Equality Act 2010 (or its amendments or later legislation).
* Ensuring clinic’s Equality and Diversity policy is reviewed and implemented, including taking action if discriminatory practice of any kind is identified and that regular training is in place.
* Ensuring equity of access to services and equity of delivery of services to minority, marginalised or disadvantaged groups.
* Supporting those who need advocacy to exercise their rights.
* Respecting the rights of patients to accept or refuse treatment or a care provider.

**Marketing and Promotion**Alongside the other Clinic Manager, lead as an advocate of the clinic in the local and wider commuity both with potential patients, clinicians and also other NHS and private healthcare settings. Be proactive in promoting and selling the clinic services and attend relevant networking events to increase the clinics profile.  |

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| **Secondary Responsibilities** |
| The Clinic Operations Manager may, from time to time, be asked to undertake other reasonable duties, with appropriate training. It is important that all members of staff are prepared to undertake additional or relinquish current duties to maintain service delivery to patients. It is expected that requests from the owner & practitioners will not be unreasonably refused. |

The person specification for this role is detailed overleaf.

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| **Person Specification – Clinic Operations Manager**  |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to Degree level | ✓ |  |
| Management qualification |  | ✓ |
| Diploma in primary care management or similar |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of Working knowledge of the Care Quality Commission in a Medical Context | ✓ |  |
| Leadership | ✓ |  |
| Good understanding of general clinic business and proceses | ✓ |  |
| Strategic management | ✓ |  |
| Organisational management  | ✓ |  |
| Human Resource management  | ✓ |  |
| Financial management | ✓ |  |
| IT | ✓ |  |
| Primary care, general practice, clnical management |  | ✓ |
| Federation, jont working experience |  | ✓ |
| Developing, updating and disseminating policies and procedures |  | ✓ |
| Experience of business planning  |  | ✓ |
| Experience of marketing and promotions |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Strong leadership skills | ✓ |  |
| Well organised | ✓ |  |
| Excellent communication skills | ✓ |  |
| Excellent customer service and customer care skills | ✓ |  |
| Time management of self and others | ✓ |  |
| Ability to work under pressure / multi-task | ✓ |  |
| Ability to delegate | ✓ |  |
| Meet deadlines | ✓ |  |
| Negotiating skills | ✓ |  |
| Able to work automomously / demonstrate initiative  | ✓ |  |
| Dedicated team player | ✓ |  |
| Solution focussed | ✓ |  |
| Enthusiastic leading by example | ✓ |  |
| Able to network externally | ✓ |  |
| Strong ICT skills | ✓ |  |
| Understanding of electronic booking systems |  | ✓ |
| Finance knowledge and understanding  |  | ✓ |
| Strong networking skills | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Integrity and reliability  | ✓ |  |
| Self-motivated | ✓ |  |
| Confident | ✓ |  |
| Resilient and robust | ✓ |  |
| Confidentiality  | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure / in stressful situations | ✓ |  |
| Effectively able to communicate and understand the needs of the patient | ✓ |  |
| Flxible and adaptable  | ✓ |  |
| Attention to detail | ✓ |  |
| Assertive | ✓ |  |
| Well presented | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours, evenings and weekends | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Occupational Health Clearance | ✓ |  |