HAVERHILL FAMILY PRACTICE

JOB DESCRIPTION

**JOB TITLE: ASSISTANT PRACTICE MANAGER**

**REPORTS TO: BUSINESS MANAGER/PRACTICE OPERATIONS MANAGER**

**ACCOUNTABLE**

**TO: THE PARTNERS**

**HOURS: 36 per week:**

**Monday 9:00am – 5:30pm**

**Tuesday 9:00am – 4:00pm**

**Wednesday 9:00am- 5:30pm**

**Thursday 9:00am – 5:30pm**

**Friday 9:00am – 5:30pm**

**Job Summary:**

The Assistant Practice Manager will report to the Business Manager and Practice Operations Manager and is responsible for the smooth daily running of the Surgery in the management of practice to deliver high quality care to the patient population. The Assistant will liaise closely with the Managers to oversee and resolve any operational issues. The postholder will assist with delegated tasks including patient registrations, communication, upkeep of website, patient group, distribution of practice meeting agenda and minutes and work closely with other heads of department such as Reception Manger and Senior Nurse.

The Assistant will deputise for the Managers as needed.

**Job responsibilities**:

* To attend the monthly Partnership Meeting and to be responsible for accurate and timely minute taking, noting actions needed
* To deputise for the Managers, in matters relating to staff (HR) ensuring complete confidentiality, impartiality and fairness.
* Organise staff inductions, arrange paperwork, logins and smartcards for new members of staff
* Oversee and report any issues on the non-clinical annual leave calendar
* Assist Reception in completing Patient Registrations in a timely manner
* Assist the QOF administrator with monitoring and compliance of QOF workloads and report issues to Managers
* Collate significant event and complaints data as needed
* Use Open Exeter to monitor performance in childhood immunisations, cervical and breast screening to ensure practice hits targets and report any issues as needed
* Assist with mass communication to patients – e.g. SMS text messaging
* To support the Managers in annual vaccination campaigns, e.g. FLU, COVID-19 etc
* Liaison with Reception Manager and Receptionists to monitor appointment needs
* Support the Reception Team in the Care Navigation programme
* Ensure patient communication is accurate and appropriate – including notices on internal message boards and external website
* Handling comments and complaints, investigation and replying as per Practice Protocol
* Monitoring patient survey results
* Liaison with the PPG
* Working with the Managers, the Assistant will monitor and implement H&S policies across the Surgery
* Ensure significant events are recorded, reviewed and learnt from
* Assist the Business Manager to monitor CQC compliance
* To produce GP rotas and input onto S1
* To assist in the annual appraisal cycle including taking appraisals for designated administration staff
* To review policies and procedures
* To review and report on staff training needs
* To support and work with all members of staff regarding Information Governance and confidentiality

**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 implement and lead on the full range of promotion and management 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 Control policy and published procedures. This will include (but will not be limited to):

* Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
* 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 business
* Making effective use of training to update knowledge and skills, and initiate and manage the training of others
* Using appropriate infection 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 recognised
* Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
* Undertaking periodic infection control training (minimum annually)
* Routine management of own team / team areas and maintenance of workspace standards
* Demonstrate 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
* Completion of annual training as required

**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 patients’ 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
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

**Assistant Practice Manager - Person Specification**

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| **ESSENTIAL (SKILLS)** | **DESIRABLE (SKILLS)** |
| * Previous supervisory experience. | * Experience in primary care/NHS/caring profession |
| * IT literate, including experience in using Word and Excel at intermediate level. | * Experience in using SystmOne clinical software. |
| * Knowledgeable about recruitment, staff training and staff motivation | * Experience of staff appraisals, training systems |
| * Experience of administration and record keeping in an office environment. | * Evidence of organisational skills |
| * Familiarity with a variety of Windows-based software and Windows / network environment. |  |
| * Ability to understand and learn new software and administrative procedures. |  |
| * Familiar with email and the internet |  |

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| **ESSENTIAL (PERSONAL)** | **DESIRABLE (PERSONAL)** |
| * Good sickness record (e.g. max 3 events in last 12 months) | * NHS or recent practice experience |
| * Good communicator (verbal & written) both upwards and downwards | * Checkable employment history > 3 years |
| * Ability to work autonomously and initiate / self-direct own workload. | * Evidence of recent self-directed learning or development. |
| * Evidence of the ability to grasp new concepts and work on a self-directed basis | * Evidence of job stability |
| * Ability to relate to the interviewing team and exhibits personality to match culture of Practice | * Ability to work ideal hours as stated |

Essential skills will be assessed using application form, interview and CV.

Personal skills will be assessed using application form and interview.