

BRECON MEDICAL GROUP PRACTICE

JOB DESCRIPTION

JOB TITLE: Practice Management - Deputy

REPORTS TO: HR Manager and Operational Manager

HOURS: 37.5hrs or hours by negotiation

MAIN PURPOSE OF THE ROLE:

To help achieve the practice objectives to provide accessible, safe, patient centred healthcare to the practice population as part of an efficient and profitable business.

As a member of the practice leadership and management team work collaboratively to meet the needs of the business.

The focus of the role is to:

- Actively promote practice ethos and provide fair and approachable management to reception and administrative teams.
- Act with a high standard of professional integrity which upholds the reputation of the Practice.
- Manage the efficient day to day operations of the practice, ensuring personnel can achieve their primary responsibilities.
- Assist the HR Manager and Operational Manager as laid out in the sections below.
- Assist in the financial management and strategic development of the practice, monitoring and evaluating performance against practice objectives.
- Enable and support change across the practice as required.

Special Requirements of the post:

Leadership and development

- Promote the values and culture of the practice.
- Manage activities carried out by administrative teams, acting as first point of contact for the team leaders.
- Meet monthly with administrative team leaders to obtain feedback and consider areas for improvement and development within their teams; maintain records of these meetings and update Operational and HR Managers as required.
- Communicate updates in protocols or guidance to subordinate teams, ensure that personnel are working to these protocols.

- Take responsibility for own development, learning and performance; recognise own competencies in management of personnel.
- Work toward the CIPD Level 3 Foundation Certificate in People Practice within agreed timescales.
- Actively promote the workplace as a learning environment by providing administrative support to training and development activities.

Key Responsibilities:

Human Resource Management

- Assist in the recruitment and retention of all practice staff including participation in candidate selection of non-clinical roles.
- Assist the HR Manager in maintaining employment and training records for all personnel; liaise with third party providers/stakeholders as appropriate.
- Assist the HR Manager in the training, induction and appraisal programmes of all practice staff.
- Administer performance management, monitoring and training needs analysis systems.
- Maintain absence management systems and assist HR Manager with employment, absence management and payroll processes.
- Be familiar with practice employment policies and procedures and apply these when dealing with absences or undertaking risk management with practice personnel. Where appropriate provide advice and guidance to line managers in accordance with legislation, best practice and policy.
- Assist the HR Manager with administration relating to employment disciplinary and grievance reviews as required.
- Assist the HR Manager in liaising with Pension Administrators and Providers to facilitate appropriate arrangements and guidance for members in accordance with schemes.
- Support trainee doctors, PA and medical students with their training programmes including induction and leave arrangements.

Operational Management

- Assist the Operational Manager to ensure that the practice premises provide a safe and secure environment for patients and users of the premises in compliance with legislation and clinical governance.
- Assist the Operational Manager in the planning and scheduling of rotas.
- Assist the Operational Manager with management of information systems, including day to day running of IT and telephony infrastructure.

- Assist the Operational Manager with the audit of clinical and non-clinical systems and assist in analysis of such data to develop services.
- Monitor clinical workflow within the practice, both paper and digital, including patient registrations, SARS, incoming documents and liaise with team leaders, formally and informally, to ensure safe flow of documents and information throughout the practice.
- Assist the Operational Manager in day-to-day workforce planning within the non-clinical teams and redeploy personnel as appropriate to ensure optimum delivery of service.

Health & Safety

- As part of the management team, promote, manage and implement Health, Safety and security across the practice in compliance with legislation and practice policy.
- Participate in the annual management of risk review and implementation of control measures.
- Ensure the maintenance of monitoring and reporting systems.

Financial Management

- Assist the HR Manager in activities relating to practice income generation and control of expenditure, including processing invoices and placing orders, using practice payment systems.
- In collaboration with members of the administration and finance teams ensure the maintenance of the practice accounting and financial reporting systems including income claims and expenditure activity in accordance with practice policy; HMRC and accounting requirements.
- Assist the HR Manager in processing month end payroll by external provider and maintenance of practice records relating to this.
- Maintain on-line banking transactions in accordance with banking protocol.
- Access BACs system as appropriate and in accordance with BACs security and protocols.

Information Governance and Complaint Handling

- Work in accordance with information governance legislation.
- Participate in complaint handling. Where appropriate providing first point of contact to complainants; provide management support to Partners and staff regarding complaints, concerns, Duty of Candour and significant events.

Any other duties

- Attend monthly Partnership meetings.
- The post holder may be required to undertake any other duties as required by the Partners from time to time.

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, to 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.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

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:

- Mandatory training as required by the practice.
- 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 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.

Safeguarding Vulnerable People:

The post-holder will take personal responsibility for safeguarding; acting in accordance to Practice Policy and local arrangements in respect of Adult and Child Protection and in accordance with their role.

Disclosure & Barring Service Check

This post is subject to the Rehabilitation of Offenders (Exceptions) Order 1975 which makes certain regulated activity (for example work with children, young people and/or vulnerable adults) exempt from the Act, therefore requires individuals seeking to work with those groups to be subject to disclosure. The post-holder will be required to undergo a Standard Disclosure and Barring Service (DBS) check for any previous criminal convictions.

SALARY & PENSION

At the time of publication, the salary for the Deputy Practice Manager is in accordance with Brecon Medical Group Practice scale:

Point	Hourly Rate	Annual 37.5hrs
11	17.74	34688
12	18.25	35685
13	19.13	37406
14	20.00	39107

The Salary is negotiable depending on experience and is paid monthly directly into your Bank Account.

Pension

The post-holder will be eligible to join the NHS Superannuation Scheme: There are several rates of member contribution, which are set against nationally agreed rates based upon actual annual pensionable pay. These range from 5.2% to 12.5% (Employers contribution 20.6%).