Job Description

**Job Title:** Assistant Practice Manager

**Responsible To:** The Partners of the Practice and the Practice Manager

**Responsible For:** Practice administrative duties and Management duties

**Job summary:**

* Strive to maintain quality within the practice. They will attend monthly team and Practice/clinical improvement meetings with the Partner, clinical team and Practice Manager writing up the minutes and distributing to all
* Be involved in future planning and review all policies and procedures in all areas of the Practice, make recommendations for change, implement changes and keep future effectiveness under review.
* Manage, in particular, CQC preparation and ongoing documentation of changes in line with CQC requirements, the financial, administrative and personnel related functions within the Practice.
* Require excellent communication skills and will need to establish effective working relationships with relevant external NHS organisations as well as communicating effectively within the practice team and also with patients and carers.

**Job responsibilities:**

**Strategic management and planning**

* Keep abreast of current affairs and identify potential threats and opportunities.
* Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development.
* Develop and maintain effective communication both within the practice and with relevant outside agencies, attending external meetings where needed to facilitate this.
* Assess and evaluate accommodation requirements and manage development and expansion plans.
* Develop a relationship with the Primary Care Network Oldham East and contribute to meetings and contractual implementation/development.

**Financial management**

* Manage practice budgets and seek to maximise income.
* Understand and report on the financial implications of contract and legislation changes.
* Monitor cash-flow, prepare forecasts and reports to the partners when required jointly with the Practice Manager and in the Practice managers absence
* Monitor and reconcile income and expenditure statements and purchase/sales ledger transactions jointly with the Practice Manager and in the Practice managers absence
* Monitor and maintain appropriate records jointly with the Practice Manager and in the Practice managers absence.
* Manage appropriate systems for handling and recording of incoming cash, cheques and petty cash.
* Negotiate, obtain and implement appropriate insurances for the Practice, ensuring best value and handling any claims that may arise.

**Human resources**

* Lead and manage the administrative staff and lead in the non-clinical management of the Nursing staff jointly with the Practice Manager and in the Practice managers absence.
* Oversee the recruitment and retention of staff and provide a general personnel management service jointly with the Practice Manager and in the Practice managers absence.
* Ensure that all staff are legally and gainfully employed. Monitor skill-mix and deployment of staff jointly with the Practice Manager and in the Practice managers absence.
* Manage staffing levels within target budgets.
* Evaluate, organise and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role.
* Develop and implement effective staff appraisal and monitoring systems.
* Support and mentor staff, both as individuals and as team members.
* Implement effective systems for the resolution of disputes and grievances.
* Keep abreast of changes in employment legislation.
* Maintain up-to-date HR documentation. (Including job descriptions, employment contracts and employment policies and training contracts.)

**Organisational Responsibilities**

* Convene meetings, prepare agendas and ensure distribution of minutes as necessary.
* Develop Practice protocols and procedures, review and update as required.
* Ensure that Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place.
* Manage the procurement of practice equipment, supplies and services within target budgets.
* Develop and review Health & Safety policies and procedures and keep abreast of current legislation.
* Arrange appropriate insurance cover jointly with the Practice Manager and in the Practice Managers absence.
* Ensure that the Practice has adequate disaster recovery procedures in place.
* Oversee appropriate maintenance for practice equipment.
* Ensure the Practice is CQC compliant and ensure adequate evidence is collected between inspections.
* Regular service improvement setting audits to ensure quality of patient services.

**Patient services**

* Adopt a strategic approach to the development and management of patient services.
* Ensure service development and delivery is in accordance with local and national guidelines.
* Ensure that the practice complies with NHS contractual obligations in relation to patient care.
* Maintain registration policies and monitor patient turnover and capitation.
* Oversee and/or develop repeat prescribing systems.
* Oversee and/or develop and manage an effective appointments systems.
* Oversee and/or organise surgery timetables, duty rotas and holiday cover.
* Routinely monitor and assess practice performance against patient access and demand management targets.
* Develop and implement an effective complaints management system consistent with the NHS complains procedure, act as complaints administrator and, in line with Practice policy, deal with all complaints received.
* Liaise, organise and develop the patient group and action/audit information and feedback.
* Monitor and update the Practice information leaflet/website/Practice publicity and health education material in conjunction with the Partners.

**Information management and technology**

* Evaluate and plan practice IT implementation and modernisation.
* Keep abreast of the latest development in primary care IT
* Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training.
* Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place.
* Liaise with the ICB and PCN regarding systems procurement, IT funding and national IT development programmes.
* Maintain the practice’s website including mandatory items for public information.

**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 an up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the Practice.
* Using personal security systems within the workplace according to Practice guidelines.
* Identifying the risks involved in work activities and addressing these issues to manage those risks across the Practice.
* 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 Practice, and assuming responsibility in the maintenance of general standards of cleanliness across the building
* Undertaking periodic infection control training (minimum annually).
* Routine management of own team / team areas, and maintenance of work space standards.
* Maintain a high standard of links between the Practice and third-party providers.

**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, policies and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional/staff development**

* Ensuring all staff complete mandatory training and keep records and training matrix, across the Practice both online and face to face in line with policies.
* Participation in an annual appraisal, 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**

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision by the Practice Manager.
* 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**

* Communicate effectively with other team members, both within the practice and external NHS organisations.
* Communicate effectively with patients and carers.
* Communicate effectively with the Primary Care Network know as Oldham East PCN.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the implementation of services**

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate and initiate audits.

**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 Practice 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 Practice 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.
* Maintain practice compliance with all GDPR requirements and be responsible for monitoring/auditing and ensuring training of practice members where necessary.

This is an overview of an Assistant Practice Managers duties and is subject to change to suit the needs of the practice.

**Applications to be submitted via covering letter with CV to:**

**iram.hanif@nhs.net**