

NORTH CARDIFF MEDICAL CENTRE

JOB TITLE:	Deputy Practice Manager
REMUNERATION:	Dependent upon experience
CONTRACT:	Permanent
HOURS:	Full time position (37.5hours). Monday – Friday
RESPONSIBLE TO:	Practice Manager
RESPONSIBLE FOR:	Supporting the Practice manager in management of all functions within the Medical Centre including human resources, operations, business development, premises maintenance and risk
JOB PURPOSE:	To assist the Practice Manager in the Organisational and strategic development of North Cardiff Medical Centre. Supporting the Practice Manager in all aspects of practice functionality, motivating and managing staff, Optimising efficiency and overall performance.

BENEFITS

- 25 days holidays plus Bank Holidays
- NHS pension
- Onsite parking
- Free eye test
- Learning and development opportunities

KEY WORKING RELATIONSHIPS

- Partnership
- Clinical Governance Lead
- Multidisciplinary team

Accountability

The Deputy Practice Manager will be accountable to the GP Partnership and the Practice Manager for all areas of Operational and Service Management.

Place of work

The post holder will be required to work at North Cardiff Medical Centre, Excalibur Drive, which also covers a branch site in Rhiwbina.

JOB RESPONSIBILITIES

Operational Management & Planning

- Support the Practice Manager, ANP Nurse Partner and Reception Manager with the operational management of the Practice across the two sites, thereby assisting with the smooth running of the practice.
- Support the Practice Manager to implement any new Welsh Assembly Government / GMS contract changes to patient services
- Support practice-based initiatives, QI projects and implementing changes within the practice.
- Manage and develop the master rota and master appointment structure, reviewing capacity to ensure it meets demand. Highlighting any areas of concern in advance to Partners and Practice Manager in relation to rota management.
- Approve annual leave requests for Partners, clinicians and the admin hub (via Bright HR), ensuring that there are no conflicts in terms of leave and liaising with team members as necessary.
- Manage the rotas and induction plans for GP registrars, medical students and completed monthly pay returns and agreeing annual leave/study leave.
- Act as a role model to staff, mentor, motivating and promoting good staff relations.
- Assist in the management of recruitment, induction and training of all new administration team members, staff reviews and appraisals
- Finance Administrator - responsible for completion of the Enhanced Service claims, monitoring and supporting the Practice Manager with claims, invoices and payroll support.
- Deputising for the Practice Manager in their absence

Trainees

- Act as the key management point for trainees, develop their induction plan.
- Co-ordinate placements, rotas, support for trainees which can include Medical Students, Foundation year doctors, GP Registrars, Pharmacists and Practice Nurse trainees.
- Liaise with Practice mentors, trainers and trainees on a regular basis to ensure the trainees are happy and fulfilled in their placement and are receiving the right level of support.

IT/ Information Governance

- Coordinate with DHCW for any IT issues and act as a point of contact for any staff requiring IT support
- Oversee Subject access requests/GDPR responsibilities including the efficient production of medical and insurance reports, and private letters.
- Support the overall practice clinical and information governance framework assisting in completion of CGSAT and IG Toolkit.
- Ensure Health & Safety standards are maintained across the Practice and that any incidents are reported, and any estate maintenance issues are addressed effectively as appropriate.
- Reviewing and updating of practice policies and procedures in conjunction of the Practice Manager
- Support with business continuity systems and processes responding to any issues in the Practice Managers absence.
- Develop and implement an effective complaint management system together with the Practice Manager.
- Set up all new users with IT accounts - NADEX, e-mail, EMIS, WCCG and GPTR accounts.
- Create and run reports as requested, develop searches and audits on the clinical system.
- Ensure that all clinicians and staff are accurately read coding.

Service Improvement

- Project manage quality improvement and service change/development initiatives

- Support the Practice in terms of monitoring patient list size and managing patient demand and capacity. Present solutions, implement change and monitor impact.
- Support the development of the North Cardiff Collaborative by attending and participating in meetings/training and the practical development and operational implementation of services across the GP Cluster E.g. Urgent Primary Care Hub, Physiotherapy and Mental Health.

Communication

- In the absence of the Practice Manager, act as one of the primary points of contact for the UHB, Cluster, contractors, community suppliers and other external stakeholders.
- Support co-ordination of the Practice admin e-mail ensuring that the administration hub responds to and co-ordinate e-mails appropriately.
- Provide a focal point of communication between patients, doctors and other practice staff. Ensure the administration team is aware of any Practice developments which impact on them and understand why.
- Liaise with patients in terms of feedback and concerns with a view to de-escalating situations (including complaints)
- Support effective communication across Practice sites with regular team meetings and updates.
- Attend, present and participate in Partners and Practice meetings and training events.
- Support the Practice Manager with website development and effective use of social media for patient education campaigns.

General

- Offer flexibility to cover annual leave or sickness of colleagues in the Management and Administration functions.
- Project a positive, confident and friendly image to patients and visitors at all times.
- Respond well to work pressures and use your own initiative.
- Support the ongoing development of the Practice.
- Undertake any other duties as requested by the Partners or Practice Manager

Personal/Professional Development:

The post-holder will participate in training programs implemented by the Practice as part of this employment, such training to include:

- Mandatory elearning.
- 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.

- We will facilitate future training and mentorship to allow for future progression to PM.

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 recognise the importance of effective communication within the team and will strive to:

- Communicate respectfully and effectively with all patients, carers, staff and Partners.
- Recognise people's needs for alternative methods of communication and respond accordingly.

This job description is a basic guide to the scope of the role and the responsibilities of the Deputy Practice Manager. It is not exhaustive and may be amended following consultation with the post-holder.

In the performance of the duties outlined in this job description, the post-holder will have access to confidential information relating to patients, staff and the business of the Practice. All such information from any source is regarded as strictly confidential.

PERSON SPECIFICATION

	Essential	Desirable
Personal Qualities		
Positive role model	√	
Proven leadership skills	√	
Integrity, Kindness, Respect and Honesty	√	
Excellent verbal & written communication skills including the ability to lead discussion in group settings and write comprehensive reports	√	
Ability to work under pressure and deal with emotive situations	√	
Confident, motivated & forward thinking approach	√	
Cooperative and conscientious	√	
Ability to work in a changing environment	√	
Able to work independently and as part of a team	√	
Qualifications		
Educated to degree level standard or equivalent experience	√	
Postgraduate qualification in management or evidence of equivalent professional development		√
Professional qualification in HR/finance/IT or other relevant qualification		√
Management Skills & Experience		
Demonstrable experience in general management within a healthcare setting or comparable organisation	√	
Experience of team management including practical application and knowledge of all aspects of HR and employment law.	√	
Leadership skills and experience within multidisciplinary organisation.		√
Financial management & accounting skills including budgetary control, cashflow management, payroll and book keeping.	√	
Strategic Thinker		√
Self-motivated – able to use own judgement and common sense	√	
Ability to prioritise, delegate, plan and organise workload to tight deadlines	√	

Excellent generic IT skills	√	
A flexible and adaptable management style	√	
Able to work independently and as part of a team Solution focused.	√	
Knowledge		
General Data Protection Act, Patient Confidentiality & Clinical Governance	√	
Experience of Microsoft Office software	√	
Experience of working with clinical systems		√
Knowledge of NHS, Primary and Secondary Care Services		√
Other requirements		
Flexibility and ability to work outside core hours to include attendance at evening business meetings	√	
Disclosure Baring service Check (DBS)	√	
Full UK driving license	√	
Welsh Speaker		√