

## Practice Manager– Job description

<b>Job Title</b>	Practice Manager
<b>Line manager</b>	The Partners
<b>Accountable to</b>	The Partners
<b>Hours per week</b>	27 approx.

### Job summary

To manage and coordinate all aspects of organisation functionality, motivating and managing staff, optimising efficiency and financial performance, ensuring the organisation achieves its long-term strategic objectives in a safe and effective working environment.

Through innovative ways of working, lead the team to promote quality and continuous improvement, confidentiality, collaborative working, service delivery, learning and development and ensure the organisation complies with UK legislation and both NHS and LHB regulations.

### Generic responsibilities

All staff at this organisation have a duty to conform to the following:

#### **Equality, Diversity and Inclusion (ED&I)**

A good attitude and positive action towards [Equality Diversity & Inclusion \(ED&I\)](#) creates an 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 organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their 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](#)
- Other statutory legislation which may be brought to the post holder's attention

## **Confidentiality**

This organisation 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 always maintain confidentiality.

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.

## **Quality and Continuous Improvement (CI)**

To preserve and improve the quality of this organisation's 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 organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

At this organisation, we continually strive to improve work processes which deliver healthcare 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.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

## **Induction training**

We will provide a full induction programme, and management will support you throughout the process.

## **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 in, and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

## **Collaborative working**

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments, and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence. Plans and outcomes by which to measure success should be agreed.

## **Service delivery**

Staff will be given detailed information during the induction process regarding policy and procedure. The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.

## **Managing information**

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Clinical data should be reviewed and processed using accurate SNOMED CT codes to ensure easy and accurate information retrieval for monitoring and audit processes.

### **Security**

The security of the organisation is the responsibility of all personnel. Staff must ensure they always remain vigilant 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**

All staff are required to dress appropriately for their role.

## **Primary key responsibilities**

The following are the core responsibilities of this role. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels.

The Practice Manager is responsible for:

- a. Overseeing the day-to-day operations of the organisation, ensuring staff achieve their primary responsibilities
- b. Functional management of all clinical and administrative staff
- c. Direct line management of the following staff: Administrative team, Dispensary Manager and dispensary team, Practice Nurse, Healthcare assistant.]
- d. Managing the recruitment and retention of staff.
- e. Key liaison with Primary Care Network and LHB.
- f. Ensuring that all staff undertake a robust induction process, including staff employed via the LHB.
- g. Establishing, reviewing and regularly updating job descriptions and person specifications ensuring all staff are legally employed.
- h. Implementing an effective staff appraisal process.
- i. Implementing effective systems for the resolution of disciplinary and grievance issues

- j. Maintaining an effective overview of and ensuring compliance with HR legislation
- k. Ensuring all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively.
- l. Managing the financial elements of the organisation, seeking to maximise income and reduce expenditure in conjunction with the partners.
- m. Liaising with the accountants and overseeing organisation accounts.
- n. Updating/ liaising with the Partners on financial matters e.g. ensuring invoices are paid, staff wages are paid, monitoring practice income.
- o. Ensuring the organisation has appropriate insurance cover.
- p. Managing contracts for services, e.g. medical equipment maintenance, premises checks.
- q. Managing the procurement of organisation equipment, supplies and services
- r. Coordinating the reviewing and updating of all organisation policies and procedures
- s. Coordinating projects within the organisation.
- t. Coordinating/implementing the compilation of organisation reports and the practice development plan (PDP)
- u. Ensuring the team reaches GMS targets (supported by clinicians/admin staff).
- v. Ensuring the organisation maintains compliance with its NHS contractual obligations.
- w. Actively encouraging and promoting the use of patient online services
- x. Publishing communications for internal and external use such as an organisation newsletter on a quarterly basis
- y. Maintaining the organisation website.
- z. Liaising at external meetings as required
- aa. Marketing the practice appropriately
- bb. Managing and supporting the management of all complaints in line with current legislation and guidance

- cc. The management of the premises, including leading on health and safety aspects such as risk assessments and mandatory training
- dd. Managing the organisation IT system, delegating staff to act as administrators
- ee. Ensuring compliance with IT security and Information Governance
- ff. Coordinating the organisation diary, ensuring meetings are scheduled appropriately.

### Secondary key responsibilities

In addition to the primary responsibilities, the manager may be requested to:

- a. Deputise for the Partners at internal and external meetings
- b. Act as the primary point of contact for LHB, community services, suppliers and other external stakeholders
- c. Participating in audit as requested by the audit lead