

71-75 Shelton Street, London, WC2H 9JQ | www.generalpracticesolutions.net
020 8865 1942 | enquiries@generalpracticesolutions.net

PRACTICE MANAGER (PM) PERSON SPECIFICATION & JOB DESCRIPTION

PM GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

The PM GPSA will act autonomously within their professional scope of practice through the delivery of bespoke managerial advice to the clients of General Practice Solutions (GPS). Depending on the GPS services commissioned, PM GPSAs may be required to provide hands-on support and day to day management on behalf of GPS and its clients.

The PM GPSA will use their skills, knowledge, and competencies as an experienced Practice Manager to be responsible and accountable for mentoring GPS clients on the management of their service.

The PM GPSA will be required to implement robust workflows and processes dependent on the client's needs and as outlined in the GPS mobilisation brief. Ones duties may well vary from paper-based exercises such as introducing best practice guidelines and processes to daily management functions to ensure the smooth operations of the client's service.

PM GPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have to perform the job.

	ESSENTIAL	DESIRABLE
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> • A level or equivalent. 	<ul style="list-style-type: none"> • Degree in Business Management or equivalent. • Any other relevant qualification such as ILM, CMI etc.
Experience	<ul style="list-style-type: none"> • Experience working with the public. • Experience working in a healthcare setting. • Experience of working in Primary Care. • Health and Safety Management to include: <ul style="list-style-type: none"> - Risk assessments 	-

	<ul style="list-style-type: none"> - Accident Reporting - GDPR • Experience at dealing with complaints from customers/service users. • Some leadership experience (worked in and managed a team) • Driving or delivering change within a business. • HR Experience to include: <ul style="list-style-type: none"> - Appraisal meetings - Disciplinary/ Grievance hearings - Performance Management - Sickness Management - Staff training - Staff Development Planning 	
Knowledge/ Skills	<ul style="list-style-type: none"> • Strong IT Skills including the ability to write and complete reporting. • Understanding of how to work effectively in a fast-paced environment. • Delegations skills. • Prioritisation and Planning. • Problem solving and analytical skills. • Ability and skill to lead and motivate a team, creating a positive environment. • Proven Leadership skill. • Familiar with System1 or EMIS web. • Excellent communications skills across all forms of media to include: <ul style="list-style-type: none"> - Telephone - Email - In person 	
Qualities/ Attributes	<ul style="list-style-type: none"> • Personable and Approachable. • Uses own initiative. • Self Motivated and able to work with minimal direction. • Ability to work effectively under pressure. • Sensitive and empathetic. 	

	<ul style="list-style-type: none"> • Hardworking and Reliable. • Resourceful with the ability to think outside the box. 	
Other	<ul style="list-style-type: none"> • Ability to work flexibly including weekends/ evenings when necessary. • Willingness to undertake assessment and complete further training or qualifications. 	<ul style="list-style-type: none"> • Full UK Driving license and own transport

PM GPSA JOB DESCRIPTION

- Responsibility for the smooth, efficient and profitable running of the client provider, and maintaining a happy and committed team.
- Responsibility for training, mentoring, and supporting the existing management structure of GPS clients as outlined in the mobilisation brief.
- Keeping stakeholders of GPS clients, i.e., the partners abreast, of forthcoming changes in the NHS and giving them options for responding to change.
- Roll-out and monitor the GPS quality dashboard to ensure triangulated compliance across the board.

PERSONNEL AND TRAINING

- Managing the administrative staff and non-clinical management of nursing staff, including securing funding and taking lead responsibility in worker appraisal and organising recruitment selection and training.
- Ensuring contracts of employment are provided to all staff and that all relevant employment legislation is followed. Ensuring the client providers employment policies and procedures are comprehensive and up to date.
- Implement GPS's robust staff dashboard to ensure people management compliance.
- Implement GPS's quality dashboard to ensure environmental compliance.

FINANCE AND PROFITABILITY

- Responsibility for the book-keeping, petty cash and other financial aspects of the client provider, including payroll and NHS pension scheme arrangements.
- Ensuring that all income and expenditure due to or made by the client provider is received or recorded in the accounts and preparing financial reports.
- Making sure the necessary claims are made promptly.

INFORMATION TECHNOLOGY

- Responsibility for the computer system, including organising any maintenance and developments to the system. Ensure compliance with Data Protection legislation.
- Management of the client's website and other online platforms.

PREMISES AND EQUIPMENT

- Responsibility for security, repairs, insurance and maintenance of premises, services and equipment.
- Ensuring that client providers comply with aspects of Health & Safety at Work (HASAW) legislation.
- Ensure the client provider complies with all CQC regulatory requirements as per the GPS compliance dashboard.

PATIENT SERVICES

- Implementing and maintaining systems to receive service user enquiries and suggestions, including oversight of complaints procedure in conjunction with the relevant partner.
- Reviewing and updating the client providers information leaflet/website, publicity and health education material.
- Reviewing and tracking themes and trends of complaints and produce reports for the clients' stakeholders.
- Encourage an open culture that promotes learning and perform sophisticated root cause analyses.

FUTURE PLANNING

- Preparing business plans, annual reports and business aims and objectives as required by the stakeholders of our client providers.
- Keeping abreast of developments within the NHS that might impinge on the client provider or individual partners and offering options for consideration by the partners.

EXTERNAL RELATIONSHIPS

- Ensuring efficient internal and external communication, including being the focal point for contact with the primary care organisation, solicitor, accountant, and other bodies.

CONFIDENTIALITY

- In the course of seeking treatment, service users 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 workers 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 service users, their carers, and other healthcare workers. They may also have access to information relating to the client provider / GPS as a business organisation. All such information from any source is to be regarded as strictly confidential.
- All GPS client information and business services are to always remain strictly privileged.
- All GPS management templates, dashboards and other compliance software is strictly prohibited from being shared outside of GPS business. GPS reserves the right to take legal action against theft and/or misuse of GPS intellectual property.

- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS 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 PM GPSA will implement and lead on the full range of promotion and management of their own and others' health, safety and security as defined in the GPS Health & Safety policy, the GPS Health & Safety manual, and the GPS Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders 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.
- Maintaining an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation of these across the business.
- Using personal security systems within the workplace according to GPS 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 / service user 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 service users, 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 GPS procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of service users, carers, and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

PERSONAL/PROFESSIONAL DEVELOPMENT

The PM GPSA will participate in any training programme implemented by the client practice or GPS, with 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.

QUALITY

The post-holder will strive to maintain quality, 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 service user 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 effectively with other team members.
- Communicate effectively with service users and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES

The PM GPSA 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.