



JOB DETAILS

Job Title: Practice Manager

Salary: Competitive, negotiable and dependent on experience

Hours: Negotiable

Accountable: Directors

Location: Cockermouth, Cumbria

Job Summary:

Responsible for the smooth, efficient and profitable running of Cumbria Medical Services (CMS); working with the directors to develop strategies to future proof the company.

Overall responsibility for the business operations, human resources and financial management of CMS

Provide leadership and management skills to enable CMS to meet its agreed aims and objectives.

Keep abreast of forthcoming changes in the NHS and discuss with the directors the options for responding to change.

Maintain a happy and committed team in a safe and effective working environment.

Job responsibilities:

Strategic Management and Planning

- Monitor and evaluate performance of CMS team against objectives; identify and manage change
- Contribute to CMS strategy; formulate objectives and research and develop ideas for future development
- Contract performance review and negotiation with commissioners of service
- Keep abreast of current affairs and identify potential threats and opportunities

- Develop and maintain effective communication both within CMS and with relevant outside agencies

Financial Management

Areas of delegations within the admin support team, as appropriate but overall responsibility for:

- Manage budgets and seek ways to maximise income
- Through negotiation with the CCG and preparation and submission of development plans, ensure CMS receives an appropriate and equitable allocation of resources
- Produce financial reports for the directors as required including income-expenditure accounts and cash flow.
- Oversee any service claims on a monthly basis and ensure that all income and expenditure due to or made by CMS is received and recorded in the accounts.
- Understand and report on the financial implications of contract and legislation changes
- Monitor cash-flow
- Manage appropriate systems for handling and recording of cash and cheques and petty cash.

Human Resources

- Manage the administrative staff and non-clinical management of nursing staff
- Organise and oversee recruitment selection and training.
- Oversee the provision of employment contracts to all staff and ensure that all relevant employment legislation is followed. Ensure the company employment policies and procedures are comprehensive and up to date.
- Ensure that all staff are legally and gainfully employed. Monitor skill-mix and deployment of staff
- Manage staffing levels within target budgets
- Evaluate, organize and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role
- Take lead responsibility for staff appraisals
- 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)

Organisational

- Convene meetings, prepare agendas and ensure distribution of minutes as necessary
- Attend business meetings and represent CMS at external meetings where considered appropriate by the Directors.
- Chair a staff meeting on a monthly basis to inform and discuss matters relating to CMS
- Review CMS protocols and procedures as required

- Oversee the maintenance of premises and check adequate fire prevention and security systems are in place
- Oversee the procurement of equipment, supplies and services within target budgets
- Review Health & Safety policies and procedures and keep abreast of current legislation
- Maintain full and comprehensive insurance cover, including public and employer's liability.
- Maintain and review the Business Continuity Plan as necessary
- Regularly review any significant events with the directors and staff.
- Participate in audit

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 CMS complies with NHS contractual obligations in relation to patient care
- Oversee duty rotas and holiday cover
- Routinely monitor and assess CMS performance
- Liaise with the VPPG and other patient groups such as Healthwatch
- Manage complaint handling and implement and maintain systems to receive patient enquiries and suggestions.
- Review and oversee information leaflets/website/facebook and marketing material

Information Management and Technology

- Keep abreast of the latest developments in primary care IT
- Arrange support for staff in the use of IT where needed; oversee and evaluate IT training
- Monitor standards for data entry and data collection
- Liaise with CPFT E Health over any IT problems

Premises and Equipment

- Ensure that CMS complies with aspects of Health & Safety at Work (HASAW) legislation.

Future Planning

- Assist directors in developing a business plan and coordinate aims and objectives as required by the directors
- Keep abreast of developments within the NHS that might impinge on CMS or individual directors and offer options for consideration by the directors.

External Relationships

- Ensure efficient internal and external communication including being the focal point for contact with Cumbria Clinical Commissioning Group, NCUH, CPFT and other bodies
- Positively engage with all activities as requested by the CCG and attend meetings as agreed

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 CMS 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 CMS as part of this employment, 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 within CMS, 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

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, staff and other healthcare workers. They may also have access to information relating to CMS 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 CMS may only be divulged to authorised persons in accordance with the company 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 company's Health & Safety Policy, to include:

- Identify 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.

This job description covers the main duties of the post but the post holder may be asked to undertake other appropriate duties as required, dependent on the needs of the business.