

# FAVERSHAM MEDICAL PRACTICE

Faversham Health Centre · Bank Street · Faversham · Kent · ME13 8QR

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DR D J MOORE

DR G GUPTA

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DR C RICKARD

DR C BATTISTI

DR C BAKER

DR L GEORGE

DR G SMITH

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## JOB DESCRIPTION

**JOB TITLE:** OFFICE MANAGER

**REPORTS TO:** BUSINESS MANAGER

**HOURS:** Full time

### Job summary:

The post-holder will;

- Be responsible for the day-to-day supervision and line management of office staff (Including but not limited to all Admin staff, Medical Secretaries and other office staff) and associated functions, including the administrative processes and procedures, ensuring all functions are carried out in accordance within agreed procedures, protocols and time-scales, and will report to the Business Manager.
- Be responsible for ensuring administrative and secretarial work is completed by the office staff in a timely manner with all deadlines being met. This, at times will include responsibility for ensuring the timely submission of claims and invoices.
- Assist the Business Manager to maintain standards under Care Quality Commission to optimise Practice performance.
- Have an excellent working knowledge of a clinical IT system, preferably EMIS or similar, including an understanding of the templates, protocols, concepts and be able to offer support to staff, GP's and Consultants of Faversham Medical Practice. Organize data sharing agreements and work with outside practices to enhance our business.
- Work closely with and support the Business Manager.
- Be self-motivated and able to work using own initiative.
- Have organisational, administrative, good communication and inter-personal skills together with a good positive friendly attitude.
- Have good decision making skills.
- Promote Faversham Medical Practice to achieve an increase in the range of services and facilities for the benefit of patients and take steps to improve the day to day working for staff, GP's and Consultants.

## **ORGANISATIONAL RESPONSIBILITIES**

- To be responsible for the day-to-day supervision and line management of office staff (including but not limited to all Admin staff, Medical Secretaries and other office staff).
- To undertake a variety of administrative duties to assist in the smooth running of the Practice.
- Be familiar with Faversham Medical Practice protocols and take part in regular updates.
- To be adaptable with regard to working times and to the needs of the Practice as becomes evident with day to day changes within the practice.
- To identify areas where further training/systems/improvements are needed and ensure action is taken and changes implemented.

## **OPERATIONAL RESPONSIBILITIES**

### **Human Resources**

- Take responsibility for the operational line management of staff working in the office.
- Carry out 1, 2 and 6 monthly reviews, annual appraisals and return to work interviews after short periods of sick or other leave, for members of the office staff.
- Be involved in the recruitment of applicants for the office team, working closely with the HR Manager and Business Manager.
- Develop, arrange and carry out/oversee staff induction, training and development opportunities for the office team, liaising with the HR Manager to ensure staff are appropriately trained to fulfil their roles and to maximise opportunities for motivating staff to fulfil their potential.
- Deal with change of hours requests in conjunction with the HR Manager and Business Manager.
- Carry out exit interviews.
- Deal with general day-to-day queries from members of the office staff.
- Deal with requests for annual leave/TOIL/time off for other reasons, authorising or rejecting any requests in line with the Staff Handbook and in discussion with the HR Manager as appropriate.
- Take responsibility for the management of the staff rota for the office staff.
- Review training requests from the office staff as per Practice procedure.
- Involvement in the recruitment process for new members of the office staff, from evaluating staffing requirements through to the employee's first day, liaising with the HR Manager and Business Manager as required.
- Assisting with Disciplinary and Grievance procedures, this could include investigations, meetings and note taking.
- Work closely with the Business Manager and others to ensure adequate staffing levels and training requirements associated with the office staff.
- Work closely with the Business Manager and HR Manager to involve staff as appropriate in the introduction of change.
- Be responsible for cross line management when another line manager is absent, ensuring line management duties are carried out.
- Assist the Business Manager and HR Manager in ensuring all policies and procedures are up to date, particularly as they relate to administrative and office work and ensure all relevant staff have read and signed updates.
- Work under the direction of the Business Manager, and others as appropriate in the handling of patient complaints, particularly where the complaint relates to the office staff. To pro-actively work to diffuse complaints at an early stage, particularly where the complaint relates to the activities of the office staff.
- Liaise with Consultants and assist with their inductions and setting up of their clinics. Monitor and audit activity of these clinics.

### **Finance**

- Check time sheets, authorising as appropriate and passing to the Finance department.
- Take responsibility for reimbursing staff from petty cash in the Finance Manager's absence.

- Carry out data validation searches to check data is recorded correctly to the ICB to ensure accurate financial claims are made. Where necessary deal with the discrepancies and any staff issues as a result of these.
- Monitor and ensure accurate reporting data and invoicing for all community integrated services is achieved by the required deadline.
- Maintain stationery and other stock levels relating to the office.
- Ensuring stock orders are submitted and ensuring that all stock has been checked upon arrival to be correct and present.
- Liaising with the Finance department to submit invoices and statements when necessary.

### **Clinical Services**

- Assist the Business Manager to implement improvements in line with the CQC and ensure that quality is maintained.
- Keep up to date with any changes in contracts, which will necessitate regular checks on the appropriate websites and liaising with the ICB commissioning teams.
- Attend Clinical Governance Meetings as required for all community integrated services and ensure all information relevant to the meeting is prepared and presented.
- Attend any practice meetings at the request of the Business Manager or Partners of Faversham Medical Practice.
- Liaise and support the outreach clinics and attend Clinical Governance Meetings as required.
- Liaise and support clinicians and other members of staff to ensure correct read codes are being used and all patient activity is being correctly recorded in the computer system.
- Respond daily to queries, e mails, calls from all staff and outside providers to ensure the smooth running of integrated services.
- To set up monitoring spreadsheets where necessary within the practice.
- To respond to queries and liaise with members of the ICB Commissioning team where appropriate.
- To instigate checks on activity to ensure correct procedures and timescales are being adhered to.
- To ensure all accreditation certificates are received, DBS checks made, references taken up where necessary for all outside providers.
- Where necessary meet with the Partners and the Business Manager for forward planning and activity feedback and attend contract review meetings where appropriate.
- To monitor activity, audit outcomes and patient satisfaction for all integrated services.

### **Integrated Care Board (ICB)**

- Supervise the collation of ICB data relating to performance, statistics, patient feedback and activity and producing summary management reports as required.
- Supervise working with the ICB to validate patient information, performing regular checks and quality audits, delegating as appropriate.
- Provide regular reports on the incentive and prescribing schemes to the Business Manager and ensure appropriate and timely claims are submitted.
- Ensure all ICB (and other) financial returns, records and queries are handled in a timely and efficient manner, liaising with the Business Manager and Finance Manager as appropriate.

### **Quality and Outcomes Framework (QOF) and Enhanced Services**

- Supervise the production of claims related to Enhanced, National or Local Services, remaining familiar with processes to ensure claims can be submitted in the event of staff absence.
- Ensure specifications for new Enhanced, National and Local Services are received and circulated to appropriate staff and arrange training as required, delegating as appropriate.
- Co-ordinate the submission of sign-up sheets as agreed.
- Maintain own knowledge of national, local and Practice quality standards for chronic disease management and ensure the admin team are made aware of changes in a timely manner.

- Support staff in correctly identifying and targeting patients for assessment and treatment.
- Ensure systems are in place and effective call and recall is carried out for QOF.
- Facilitate effective communication between suppliers, members of the primary health care team, the ICB and all other external agencies.
- Recognise the importance of effective communication within the team and strive to communicate effectively with other team members, patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Provide reports on progress to the Business Manager and the Partners.
- Provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to, delegating as appropriate.

### **Patient Services**

- Assist the Business Manager to implement improvements in line with the CQC, Quality and Outcome Framework (QOF), Enhanced services and ensure that quality is maintained.

### **Information and Technology**

- To oversee the maintenance of an equipment log so that ICB and Practice owned equipment is readily identifiable.
- To oversee the regular updating of the Practice Asset Log.
- To oversee the reporting of IT faults and issues to GPIT, EMIS Helpline and others and recording appropriately. Initiate EMIS User Group Meeting/training sessions for the benefit of upskilling staff and outside providers.
- Responsible for organizing the signing in and out of Practice laptops from the Practice to staff working at home where applicable.

### **Communication**

- Actively participate in staff and external meetings as required, preparing agendas as required, disseminating information and ensuring the distribution of minutes as necessary.

### **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 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 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

### **Health & safety**

The post-holder will assist in promoting and maintaining 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 prevention and control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying 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, and initiate and manage the training of the administrators.

- Using appropriate infection prevention 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 recognized.
- 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 Practice in consultation (where appropriate) with other sector managers.
- Ensuring all accidents and incidents are recorded in the practice's Accident book in alignment with Health and Safety legislation.
- Undertaking periodic infection prevention control training (minimum annually).
- Routinely managing own team / team areas, and maintaining work space standards.
- Have a clear understanding of the security and fire alarm systems ensuring that all fire drills are completed according to current legislation.
- Demonstrating due regard for safeguarding and promoting the welfare of children.

**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 practice 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 the practice 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 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.

**Contribution to the implementation of services:**

The post-holder 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.

**Safeguarding:**

It is the responsibility of all staff at Faversham Medical Practice to;

- Safeguard and promote the welfare of children and vulnerable adults.

- Ensure their safeguarding adults and safeguarding children training is up to date at the level appropriate to their role.

### **Job Description Agreement**

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice.

### **Note**

*This is not intended to be an exhaustive list of responsibilities, and it is expected that the successful applicant will participate in a wide range of activities.*