

JOB DESCRIPTION - Assistant to Practice Manager

RESPONSIBLE TO: Practice Manager

OVERVIEW

This is a new role created to support the practice team in carrying out day-to-day non-clinical activities, providing support to the practice manager, including an overview of reception and responsibility for specific tasks.

MAIN PURPOSE

- To provide support to the practice manager in the running of key systems and procedures including finance, human resources and health and safety.
- To be responsible for the promotion, monitoring and documentation of performance, finance and quality standards within the practice, using IT and manual solutions under the direction of the practice manager.
- To provide administrative support for research projects in which the practice may participate.
- To undertake specific assigned tasks, project support, or development / change work which may arise from time to time.
- Dealing with enquiries from patients, practice team members, visitors and contacts within the NHS and other practices, in person, on the telephone and via email.
- Creation and monitoring of reception rotas to ensure cover is adequate at all times, including working with the medical receptionists to provide cover and support for the team.
- Be generally involved in the administration of a small business and operational management of the premises and facilities.

The post holder will be aware of the various statutory requirements and will assist in implementation as directed by the practice manager. There is a need to work closely with reception and clinical staff to ensure the smooth running of the practice, reporting any problems encountered to the relevant person.

Training requirements will be monitored and the post-holder will be offered appraisal in line with practice policy. Personal development will be encouraged and supported by the practice. It is the individual's responsibility to remain up to date with recent developments.

This is not intended to be an exhaustive list of responsibilities.

It is expected that the successful applicant will participate in a wide range of activities and will have opportunities to develop their career in health service management if this is of interest.

PRINCIPAL DUTIES AND RESPONSIBILITIES

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 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
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children and vulnerable adults.

Production of performance and quality information

- To ensure that documentation (electronic and paper-based) exists to support performance and contract standards across the full range of performance-based activity – QOF, Enhanced Services etc.
- To assist in the production of information for clinical audit, monitoring and claim purposes.
- To undertake ad-hoc work related to the performance of the practice under the guidance of the practice manager.

Data quality

- To work within the clinical computer system to improve data quality in liaison with the practice team.

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 that 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:

- Invitation to participate 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.

This role is considered to be a developmental position and the jobholder will be encouraged to develop personal and business skills.

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 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:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Most instruction and communication of activity will be via the practice manager.

External communication will be with patients, Clinical Commissioning Groups and other NHS bodies, and other GP practices and service providers.

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 and meetings where appropriate.

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.