

## Job Description

<b>Post Title:</b>	Operational Manager – Yeadon PCN
<b>Hours:</b>	<b>30-37.5</b> hours per week
<b>Salary:</b>	<b>Equivalent to a band 6 (£32,306 – £39,027)</b>

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<b>Location:</b>	<b>Yeadon, Guiseley, and Rawdon</b>
<b>Accountability:</b>	PCN Clinical Director
<b>Key Relationships:</b>	Clinical directors, PCN board members, Practice managers, Practice staff, PCN colleagues, other health and social care providers, the voluntary/independent sector and members of the public/patients using the services.

### **Job Overview**

To provide management support and operational leadership to Yeadon Primary Care Network (PCN) that includes the 3 Practices within the PCN across various surgery sites.

To work closely with the PCN Clinical Director the PCN Board and Practice Managers to develop the operational plan for the PCN and to deliver services in line with current guidelines and the PCN DES.

To provide line management to the PCN Operations Assistant ensuring they are supported and developed.

To share best practice across the PCN.

To develop strong working relationships with each of the Practices and their staff to integrate the PCN team members and their workstreams.

### **MAIN DUTIES AND RESPONSIBILITIES:**

- Take the lead (along with the PCN Clinical Director, and PCN partners) to oversee the management and delivery of the three main specifications set out in the PCN Directed Enhanced Service (DES) (and future PCN DES' as these develop.)
- Work with and support the PCN Clinical Director to develop and deliver the PCN operational plans and performance requirements.
- To take a lead management role in the implementation of patient services in the PCN. To liaise and work with CCG, GP Federation, or voluntary sector organisations when required to achieve this aim.
- Develop an in-depth understanding of the new Additional Roles Reimbursement Scheme (ARRS) funded roles and work with LCHT on the best deployment of the roles within the PCN.
- Development of PCN communication systems.
- Help co-ordinate PCN Executive Committee Meetings, including setting dates, drawing up agendas, and communicating decisions to the wider PCN.

- Act as a central information and administrative source for members of the network.
- Attend meetings on behalf of the PCN at locality level.
- Promote a culture which encourages teamwork, sharing of best practice and continuous improvement.
- Help achieve objectives as measured in the PCN dashboard, with a view to obtaining maximum investment and impact funding.
- Support and encourage learning to continually improve network services and patient outcomes.

### **PCN MANAGEMENT**

- Support practices with formulating project and/or delivery plans in relation to meet the DES specification.
- Support practices in meeting the requirements of the Impact and Investment Fund to maximise PCN income.
- Identify any risks and barriers with practices and work to mitigate or overcome these where possible.
- Ensure that patient safety is at the forefront of all service developments and delivery.
- Help the PCN develop partnerships in health & social care that enhance the population health.

### **HR MANAGEMENT:**

- Working with LCHT and Member Practices to manage the recruitment of new PCN staff including agreeing job descriptions, advertising, selection and appointment.
- To assist with induction processes for all new staff ensuring they are made aware of individual requirements for all practices across the PCN.
- Undertake appraisals and manage staff welfare, following up on any issues that arise and liaising with LCHT for advice and management of competence, disciplinary and grievance matters so these are dealt with appropriately and legally.
- Undertake day-to-day line management for rota changes and staff absences e.g., leave, sickness etc. maintaining back to work documentation where appropriate.

### **RESOURCE:**

- Manage resources in order to formulate, mobilise and ensure the ongoing implementation of plans to any agreed specification.
- Ensure that services and/or plans are adequately monitored and on schedule and that this information is appropriately communicated to relevant stakeholders.
- Oversee any sub-contracting arrangements of staff or services, negotiating effective use of resources, agreeing service level agreements or contracts and monitoring delivery on behalf of the respective networks.
- Attend meetings as appropriate to the role including PCN Strategic Board meetings, ICP meetings and Clinical Director meetings.
- To develop a communication strategy both internally and externally for the PCN.

### **ORGANISATIONAL:**

- Manage the PCN admin staff, their operational rotas and leave requests.
- Ensure the PCN has a Business Continuity policy that is updated and in which everyone is kept fully aware.
- Work with the PCN Clinical Director, and PCN board for strategic and operational planning processes to support the PCNs objectives.
- Support the PCN Clinical Directors, its board with the writing of business and development plans as required.

### **IM&T:**

- Ensure the PCN's compliance with the GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance.
- To oversee the administration of the PCN.

- To ensure the integrity of system working with the PCN to implement their guidance.
- To run reports and extract the required information for Practice to review progress of targets throughout the financial year; to present an overview at the PCN meetings.

#### **WORKING RELATIONSHIPS:**

- To work as a flexible member of the PCN providing support to other team members when necessary.
- To take an active role in the development and embedding of the PCN's culture, values, and reputation as providers of high-quality services.
- Encourage supporting staff to collaborate through sharing information and intelligence across different activities.
- The post-holder will support the equality, diversity and rights of patients, 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 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, feeling priorities and rights.

#### **PERSONAL/PROFESSIONAL DEVELOPMENT:**

The post-holder will participate in any training programme implemented by the PCN as part of this employment, such training to include:

- Keeping abreast of national and local guidance on PCNs.
- 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 skill and activities to others who are undertaking similar work.

#### **QUALITY AND GOVERNANCE:**

The post-holder will strive to maintain quality within the PCN, 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.
- Work effectively with individuals in other agencies.
- Effectively manage own time, workload, and resources.

#### **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.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of PCN may only be divulged to authorised persons in accordance with policies and procedures relating to confidentiality and the protection of personal and sensitive data.

#### **HEALTH AND SAFETY:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Health & Safety Policy, to include:

- Using personal security systems within the workplace according to 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 free from hazards
- Reporting potential risks identified

**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 recognises the importance of people's rights, interpreting them in a way that is consistent with 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.

The above is not an exhaustive list of duties and you will be expected to perform tasks as necessitated by your changing role within, and the overall objectives of, the organisation and PCN agenda. This is a role that is constantly developing as the influence of PCNs and their responsibilities are increasing. Discussions on any major changes will be held with the postholder.

## PERSON SPECIFICATION

### Operational Manager

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. We do not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Identified by: A = application form I = interview</b>
Educated to GCSE or equivalent	✓		A, I
NVQ 3 or equivalent and/or relevant basic/first level professional qualification		✓	A, I

<b>Approach</b>	<b>Essential</b>	<b>Desirable</b>	<b>Identified by: A = application form I = interview</b>
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
<b>Knowledge &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>	
The ability to connect and communicate with people. Professional interpersonal skills with the ability to persuade and negotiate.	✓		A, I
High calibre of technical literacy; Microsoft Applications e.g., Word, Excel, Microsoft Teams.	✓		A
Experience of general practice clinical systems and reports.		✓	A
Proactive and a natural leader to promote new thinking and ways of working.	✓		A, I
Understanding of local and national policies, the GP contract, PCN DES, and Long-term plan requirements.		✓	A, I
Supporting colleagues to work as an effective team and develop their own skills. Ability to reflect and share practice with peers	✓		A, I
Project management skills – a background of implementing and applying QI tools and techniques.		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Line management experience, managing difficult conversations and personal.		✓	A, I

Experience of multi-agency working and relationship building.	✓		A, I
Experience of effective planning and organisational skills to deliver targets to deadlines.	✓		A, I
Experience of writing bids, papers in line with local and national NHS guidance.		✓	A, I
Experience of working independently, without direct supervision. Able to manage workload with conflicted priorities.	✓		A, I