



Montpelier Health

Wellbeing at the heart of the community

MONTPELIER HEALTH CENTRE

| | |
|------------------------|---|
| JOB TITLE: | Operations Manager |
| RESPONSIBLE TO: | Practice Manager |
| HOURS: | 37.5 per week - Flexible over the week |

Job Summary

- The Operations Manager reports directly to the Practice Manager and is responsible for supporting them in ensuring the smooth daily running of the practice.
- To be involved in the leadership and management of all practice staff and workflow procedures
- To work with the Practice Manager to ensure that the Practice complies with a range of regulatory and statutory requirements
- To act as an operational trouble-shooter within the practice, using experience to support colleagues
- To be responsible for the production of performance and quality standards within the Practice, delivered through QOF, Enhanced Services, CQC and other initiatives or requirements
- To work with the Practice Manager to monitor and evaluate the business plan
- To work with the Patient Services and Administration managers to optimise the efficiency of the patient journey whilst maintaining excellent quality of care
- To line manage the Clinic Coordinator and the Data Quality Officer
- To line manage the Senior Nurse Managers

Job Responsibilities

Information, Performance and Quality Management

- To be aware of and ensure national, local and practice quality standards for chronic disease management and enhanced services
- To provide support to correctly identify and target patients for assessment and treatment
- The postholder will lead all work to maximise practice achievement within QOF and other enhanced services and work with senior colleagues to address any concerns as they arise
- To ensure staff are aware of the importance of maintaining disease registers and assist in the validation process
- To oversee the administration of the clinical system, ensuring staff complete housekeeping as outlined in the practice policy



Montpelier Health

Wellbeing at the heart of the community

- To Implement all new service specifications that arise from changes to national and local enhanced services
- To monitor and enhance the coordination of clinics and the appointment systems
- To provide advice and guidance to the practice to support workflow procedures
- To be responsible for providing support, advice and training for current and new practice staff in the use of the clinical system
- To be proactively involved in updating the website and other digital media
- To provide any reports and data to the Practice Manager and partners upon request

Organisational

- To work with the Practice Manager to develop operational practice protocols and procedures, and to ensure that these are reviewed and updated on a regular basis
- To support the Practice Manager to prepare for any external inspections of the practice
- To be involved with the development of policies to meet CQC regulations
- To oversee the maintenance and updating of operational policies and procedures
- To work closely with the Practice Manager to meet quality indicators and targets
- To support the management team in all levels of recruitment and retention of staff to enable appropriate skill mix
- To be responsible for the overview of the training matrix to ensure completion of all statutory and mandatory training
- To ensure that each component element of service provision is aligned to meet patient demand
- To support and investigate significant events as appropriate
- To coordinate leave requests to ensure consistency of approach and to maintain service provision
- In conjunction with the Practice Manager, to encourage all staff to be flexible when cover requests are made and ensure cover is arranged in an equal and fair manner
- Oversight of the non-clinical QOF work, recording achievement and submitting to CCG/NHS England within required timescales

Confidentiality



Montpelier Health

Wellbeing at the heart of the community

- Under the Data Protection act 2018 / GDPR 2018, the post-holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- 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 Montpelier Health's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising they types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.



Montpelier Health

Wellbeing at the heart of the community

Everyone within Montpelier Health Centre has a responsibility for, and is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. Montpelier Health Centre ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The postholder needs to be aware of Montpelier Health's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

The main duties and responsibilities shown above are not exhaustive but should merely be regarded as a guide. The post-holder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and the employer would aim to reach agreement to changes.



Person Specification

| | Essential | Desirable |
|-----------------------|--|--|
| Qualifications | Good standard of general education to degree or by experience. | Qualification in Management or Supervisory management Continuous professional development |
| Experience | Previous experience in a similar job role Previous supervisory or management experience Training staff Previous NHS Experience | Previous experience in a General Practice Experience of using clinical systems such as EMIS |
| Skills | Good numeracy skills Able to understand and anticipate the needs of customers and identify solutions to meet the practice objective of continuous improvement in the service Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports Intelligent, clear thinking and analytical Able to take an overview, prioritise effectively and plan strategically Ability to make decisions, use own initiative and be innovative. Self-motivated, reliable and dedicated Ability to work under pressure Well organised with good time management skills, leadership and delegation skills Ability to relate to people and build | Ability to keep informed Able to provide support and cross cover at most levels |



| | | |
|---------------------------------|---|---|
| | <p>effective working relationships within and across teams</p> <p>Flexible working attitude</p> <p>Able to work as part of a team, to promote good team spirit and to be sensitive and assertive as appropriate</p> <p>Able to manage conflict</p> | |
| Knowledge and Experience | <p>Experience of working in the NHS</p> <p>Excellent management and IT skills</p> <p>Experience of personnel issues including recruitment, training and supervision</p> <p>Experience of clerical and administrative work including setting up new systems and managing change</p> <p>Considerable experience of delivering an excellent service to customers in a pressurised environment</p> <p>Understanding of QoF, GDPR (IG) and CQC standards</p> | <p>Experience in working in primary care</p> <p>Good knowledge of Clinical systems such as EMIS - ability to train other members of staff on this</p> |