

JOB DESCRIPTION

JOB TITLE:	Assistant Practice Manager
REPORTS TO:	Practice Manager
HOURS:	24 hours per week (3 days per week)
Salary	Negotiable

Job Summary:

The purpose of the role is to:

Support the Practice Manager with the day to day running of the Practice and deputise in their absence.

Duties and Responsibilities:

The duties and responsibilities to be undertaken by Assistant Practice Manager will be varied and will require excellent communication skills and IT skills and the ability to prioritise their own workload and be confident working with all members of the team.

A summary of the roles that should be covered are:

- Monitoring staff absence including holiday, sickness, training and overtime/TOIL
- Maintaining a register for mandatory training for all staff
- Working with member of admin team to oversee GP rota
- Preparing reception rota to reflect staff absence and ensure appropriate cover
- Oversight of Insurance Reports and other private income
- Support new starters by organising IT logins, smartcards, DBS checks, badges and uniform where appropriate.
- Help to organise meetings within the team and MDT meetings including sending our invitations via Team/Zoom
- Monitoring and maintaining Practice policies and procedures
- Helping to manage compliments and complaints with Practice Manager and offering support to Reception Team to intervene where required.
- Assisting in monitoring of significant event reviews
- Oversight of petty cash
- Organising staff appraisals ensuring invitations and paperwork are issued in a timely fashion with support from Practice Manager

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Working alongside QOF GP, PCN Pharmacist and admin lead to promote uptake of invitations for chronic disease monitoring and medication reviews.

The list is not exhaustive and is intended to provide a guide to what will be expected of the Assistant Practice Manager.

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, to 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 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 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 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
- Recognise people's needs for alternative methods of communication and respond accordingly.

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.