|  |  |  |
| --- | --- | --- |
| **Job Description** | | |
| **Position:** Operations Manager (Access) | **Department:** Operations | **Reports to:** Managing Partner |
| **Salary:** £55,00-£62,000 negotiable dependent on experience and qualifications | **Contract:**  Permanent | **Hours per week:** 37.5 |
| **About Us:**  **A very warm welcome to The De Parys Group**  Welcome to The De Parys Group, your trusted healthcare partner in Bedfordshire. We are not only a GP practice group; we are your local Primary Care Network (North Bedford PCN), proudly serving our community with dedication and compassion. With over 38,000 patients under our care, we have a great history of delivering exceptional healthcare services.  At The De Parys Group we stand out as a beacon of quality care and innovation. As both a highly regarded training practice and a fully-fledged PCN, we are committed to not only meeting but exceeding the healthcare needs of our diverse patient population. Our unique position allows us to blend clinical excellence with a forward-thinking approach.  **What do we do?**  With a rich history of providing healthcare in Bedfordshire, our practice has evolved to embrace the latest advancements in medical science and technology. Our dedicated team of healthcare professionals, including experienced GPs, nurses, and support staff, work tirelessly to ensure that our patients receive the highest standard of care.  As a training practice, we are proud to be at the forefront of medical education. We nurture the next generation of healthcare professionals, passing on our knowledge and experience to ensure a brighter future for healthcare in our community.  We believe in building strong bonds within our community. Through regular health initiatives, educational programs, and outreach, we aim to empower our patients with the knowledge and tools to lead healthier lives.  **Our Mission Statement, Objectives, and Core Values:**  **Our mission statement:**   * To ensure the needs of our patients are met through a patient- centric approach and collaborative multi-disciplinary teams, aiming for the best possible outcomes.   **Our Objectives for:**  ***Our patients***   * To treat all patients with compassion, respect and dignity * To ensure a positive experience with every contact * Making every contact count   ***Our Staff***   * To provide the highest quality care and support, through continued development of a highly skilled workforce and leadership in clinical training   ***Our Services***   * To continually improve services for patients and our local community * To deliver dynamic, professional and innovative healthcare * To build an efficient and resilient organisation   **Our Core Values:**   * We care: we are compassionate * Trust: we deliver * Integrity: we do the right thing * Respect: we treat others with dignity * Accountable: we take ownership   **Job purpose and summary :**  We are seeking an experienced, passionate, forward-thinking Operations Manager to join The De Parys Group. The post holder will have responsibility for the day to day operations of the Practice, ensuring staff achieve their primary responsibilities as well as maintaining high standards of patient care.  This role fits in the Operations Management Team alongside an Operations Manager (Digital) and Care Coordinators, and an Operations Manager (Governance).  As Operations Manager: Access, you would be responsible for the Patient and Clinical Support teams (PACS), Medical Secretaries team, and Rota team.  A black background with blue lines  AI-generated content may be incorrect.  The role of Operations Manager: Access is dynamic and evolving therefore the Job Description will be expected to change and evolve over time and may not be restricted to those areas already detailed herein  **Main duties and responsibilities:**   * Lead and develop a culture where safe and high-quality patient service is consistently delivered * Manage and develop the Managers to ensure that they have the skills and knowledge to meet the needs of their role * Ensure that all teams are appropriately resourced – building the case for resourcing levels or outsourcing to take advantage of technology opportunities * Implementing change at pace, while involving / engaging / communicating across TDPG and/or external stakeholders * To drive the creation of new services across TDPG, to provide these for our patients and for the patients of other practices/PCNs/organisations * To ensure that clinical rotas are reflective of need and adapt to change (as has evolved further following the transition to total triage), while meeting fairness of allocation to the GPs and appropriate access provision for patients * To ensure that all CQC expectations are met across these teams, driving an expectation that all teams ‘run ready’ for CQC rather than exceptional activity is required to meet standards * Be an expert source of knowledge for problem resolution, for patients and staff alike, to resolve issues and complaints at the point of contact * For the Services to other practices and organisations, to ensure that the provision to their patients is of the same quality to our own patients * For the Services to other practices and organisations, to ensure that the pathways put the patient at the centre of the process and that their journey is the simplest possible   ***Operational Management***   * To organise and attend meetings within the team to review current issues and developments, communicate change and seek ideas (includes preparing agendas and taking / distributing minutes / action points from these meetings) * To organise and attend meetings with clinical and non-clinical staff to create and review services / service delivery updates and information / sharing best practice and development of good working relationships (includes preparing agendas and taking / distributing minutes / action points from these meetings) * Support the wider management team in the implementation of the aims and objectives of the organisation, as it pertains to patient care (e.g. vaccination campaigns) * Support the wider senior management team in the identification and resolution of issues that are not directly within the remit of this team, but impact upon the practice (do not be narrow in your thinking) * You must be passionate about building a strong supportive team, that strive to improve the level of patient experience * You will have delegated responsibility for the management of identified personnel, resources and projects, and will ensure that those resources are managed effectively, adjusting plans and moving resources as and when necessary * You will be part of the practice management team * You will be responsible for dealing with concerns and informal complaints from patients, where there is a request to ‘speak to a manager’ or when you are present on site and a situation needs de-escalation. Formal complaints are managed by the Governance Manager. * You will communicate effectively across the team and upwards to key committees – e.g. via the Demand Management Group, the Rota meeting * Maintain and evolve teams KPIs annually, gathering data to evidence performance, determining how to improve any breaches * Gather appropriate data and intelligence to support the development of the team and it’s areas of responsibility / performance * This role also ensures that health and safety guidelines are adhered to, and that building maintenance and building issues are supported * Undertake all other duties identified as considered commensurate with your role as it develops or evolves with time   ***Governance***   * Work with the Governance Manager to ensure that all legal/regulatory requirements are embedded within any new services that are developed, and that the services are CQC complaint * Work with the Governance Manager to ensure that the PACS team policies and processes, and ways of working, are CQC complaint and that the team ‘run ready’ for an inspection at all times * Support the Governance Manager with investigations into complaints about PACS or Services * Support the Governance Manager with preparation for CQC inspections, to ensure that PACS and Services are fully ready for inspection * Ensure that the team complete their mandatory training at the earliest possible time (and for new starters this is part of their induction process)   ***Staff Management***   * Directly manage both PACS Managers * Directly manage Medical Secretaries Manager * Interview and make final recruitment decision for any vacancies within these teams * Set the agenda and time frame for staff appraisals * Support complex HR / employee issues including staff sickness / absence management and poor performance   **Key Relationships:**    The post holder will be expected to develop and foster good working relationships and effective communication with Partners, NHS Managers, external and NHS Organisations as well has having direct responsibility for the Patient and Clinical Support Team (PACS), medical secretary and rota teams.  **Hours of Work:**    This is a full-time (37.5 hours/week) post, and the post holder will be required to work flexibly to meet the needs of the organisation.  **Person Specification:**     |  |  |  | | --- | --- | --- | | **Qualifications** | **Essential** | **Desirable** | | Educated to degree level in healthcare or business or equivalent management experience | a |  | | AMSPAR qualification | a |  | | Leadership and / or Management Qualification or equivalent experience | a |  | | **Experience** | **Essential** | **Desirable** | | Experience of working with the general public | a |  | | Enthusiasm for change and promoting new ways of working | a |  | | Experience of working in a health care setting | a |  | | Experience of managing large multidisciplinary teams | a |  | | Experience of performance management, including appraisal writing, staff development and disciplinary procedures | a |  | | Experience of successfully developing and implementing projects | a |  | | Experience of workforce planning, forecasting and development | a |  | | Experience of CQC regulation |  | a | | Experience of QOF framework |  | a | | NHS / Primary Care General Practice experience and its related challenges and opportunities |  | a | | Relevant health and safety experience |  | a | | Experience of chairing meetings, producing agendas and minutes |  | a | | **Skills** | **Essential** | **Desirable** | | Ability to exploit and negotiate opportunities to enhance service delivery | a |  | | Excellent communication skills (written, oral and presenting) | a |  | | Strong IT skills | a |  | | Excellent leadership skills | a |  | | Strategic thinker and negotiator | a |  | | Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | a |  | | Systmone user skills | a |  | | Effective time management (Planning & Organising) | a |  | | Ability to network and build relationships | a |  | | Proven problem solving & analytical skills | a |  | | Ability to develop, implement and embed policy and procedure | a |  | | Ability to motivate and train staff | a |  | | **Personal Qualities** | **Essential** | **Desirable** | | Polite and confident | a |  | | Flexible and cooperative | a |  | | Excellent interpersonal skills | a |  | | Motivated and proactive | a |  | | Ability to use initiative and judgement | a |  | | Forward thinker with a solutions focused approach | a |  | | High levels of integrity and loyalty | a |  | | Sensitive and empathetic in distressing situations | a |  | | Ability to work under pressure | a |  | | Confident, assertive and resilient | a |  | | Ability to drive and deliver change effectively | a |  | | Ability to motivate teams, enhance morale and maintain a positive | a |  | | **Other requirements** | **Essential** | **Desirable** | | Flexibility to work outside of core office hours | a |  | | Maintains confidentiality at all times | a |  | | Full UK driving licence | a |  |   **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 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, 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 * Undertaking periodic infection control training (minimum annually) * Reporting potential risks identified * Demonstrate 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 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 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, with 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 * Specific training related to the role   **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 recognise the importance of effective communication within the team and will strive to:   * Build and maintain effective working relationships with staff and Partners across the organisation * Build and maintain effective working relationships with stakeholders from other practices and organisations * Ensure that all communication in and from the teams to other parts of the organisation, is professional, considered, concise and appropriate * Create briefing papers, with research, conclusions and options / recommendations   **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   **Equal Opportunities Statement**  Here at The De Parys Group, we are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. | | |