

Job Description: Practice Manager

Function:	
Job:	Practice Manager
Position:	Practice Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Healthcare
Additional reporting line to:	SJS Healthcare Quality and Patient Safety
Position location:	HMP Peterborough

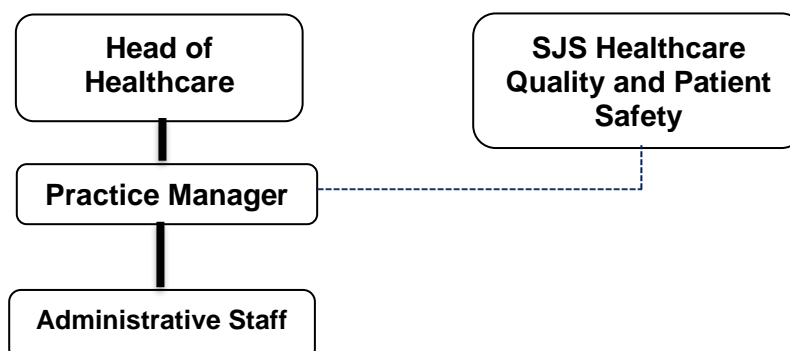
1. Purpose of the Job – State concisely the aim of the job.

- To ensure delivery of high-quality care to patients within SJS Healthcare
- To provide strategic management
- IG Governance management

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ▪ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Attend Multi-Disciplinary Team Meeting Forum's, Medicines Management, Clinical Governance
- To manage the performance and governance arrangements for all healthcare related subcontracted services including relationships, budget's, quality, value for money, corporate reassurance, KPI's, security, e-permits, contract interface, and procurement process.
- Establish and operate effectively an accessible system for identifying, receiving, recording, handling and responding to complaints by service users and other persons in relation to the carrying on of the regulated activity.
- Organise administrative support to board meetings, ensuring relevant documentation compiled and distributed within timescales
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5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Work closely with the on-site business manager and Head of Healthcare to monitor expenditure including, stock control, agency cost, budgeted head count medicines management costs and overtime payments.
- Support the Head of Healthcare in.
- Manage the administrative team
- Participate in multi-disciplinary team meetings, supporting and advising on the work of that group relevant to your role.
- Produce data reports as requested by the Head of Healthcare Corporate Quality and Safety Manager, including but not exhaustive, Clinical Governance, Medicines Management, QCRM, and Directors brief.
- Produce, update and monitor practice information leaflets and other similar documentation
- Manage the use of Datix within the Healthcare department – to include trend analysis of data, training of staff, and supporting the Head of Healthcare in audit of Datix investigations
- Maintain oversight of the department asset registers
- Ensure the accuracy of reporting including HJIPs
- Work closely with the Performance Development Unit for healthcare contract compliance.
- Monitor and manage all staff on mandatory training and manage internal changes.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Effective administration support of the healthcare team
- Meaningful and relevant data capture, presented in understandable format to appropriate stakeholders which supports continuous improvement in practice
- Sound monitoring of all information governance issues and data security
- Robust staff inductions will encompass information governance, data security and Datix training
- Strong level of support to the Head of Healthcare & Corporate Quality Patient Safety from the Practice Manager
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7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Skilled in use of Microsoft Office Suite, Datix.
- Understanding of Information Governance and Data Security
- People management skills, leadership and change management skills
- Ability to work to tight deadlines
- Understanding of Health and Safety/Risk Management
- Ability to extrapolate data from range of sources, analyse it and compile it into a format suitable for presentation to multi-disciplinary stakeholders

Desirable

- Accredited training in practice management
- Experience of audit within a clinical setting
- Experience of thematic analysis
- Understanding of budgetary management
- Understanding of clinical governance processes
- Understanding of health records management.
- Skilled in use of SystmOne or clinical database
- Knowledge of CQC standards
- Knowledge of NHS data reporting frameworks

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided
Rigorous management of results
Commercial Awareness
Learning & Development
Leadership & People Management
Innovation and Change

9. Management Approval – To be completed by document owner

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Document Owner	Head of Healthcare		