

Job Description: Practice Manager



Function:	Justice Services
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 Forest Bank

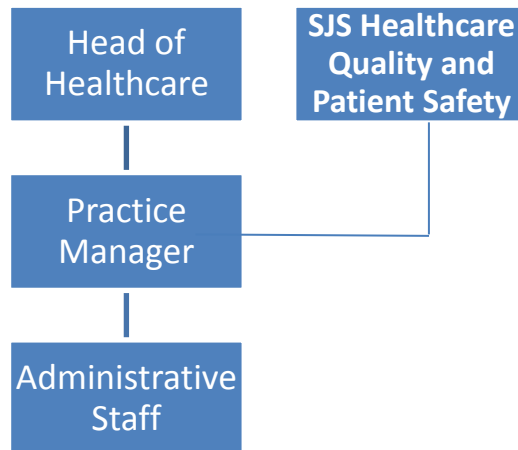
1. Purpose of the Job – State concisely the aim of the job.

- To ensure delivery of high quality care to patients within SJS Healthcare
- To provide strategic management
 - Leadership
 - Strategic management
 - Operational management
 - Communication
 - Project Management
 - Business development
 - Financial planning and management
 - Management of service delivery
 - Contract delivery and performance
 - HR 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	EBIT growth:	n/a	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	n/a
	EBIT margin:	n/a					
	Net income growth:	n/a		Outsourcing growth rate:	n/a	HR in Region	n/a
	Cash conversion:	n/a					

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.

- Member of Partners Meeting Forum, Medicines Management, Clinical Governance
- Sodexo Management Capabilities Band A
- The contents of this job description are not exhaustive, and will be subject to review with Line Manager and/or Director

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- 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
- Sound data regarding escorts and bedwatches
- Current and accurate trend analyses, and complaints reports
- Sound management of Datix system relating to the department
- Sound monitoring of action plans relating to the department
- Robust staff inductions will encompass information governance, data security and Datix training
- Appropriate range of audits carried out within the sphere of the job holders scope of practice
- Accurate asset registers
- Accurate staffing budgets
- High level of compliance with Health & Safety requirements
- Strong level of support to the Head of Healthcare & Corporate Quality Patient Safety from the Practice Manager
- Practice information consistent with Sodexo brand and updated through regular reviews
- Contribution to achieving financial balance
- Identification of risk and risk management at Practice Manager level

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.

Contract Management:

- 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

Complaints:

- 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
- Promote the complaints process across the prison
- Ensure complaints are acknowledged within agreed timescales
- Ensure accurate and comprehensive recording of healthcare complaints data, identify trends, and compile reports as requested
- Ensure complaints are efficiently and fairly investigated
- Ensure responses are polite and record investigations, conclusions and what to do if service users are not satisfied with the outcome
- Ensure complaint are readily available for service users throughout the prison

IG Governance:

- Oversee all systems for patient data security and protection, ensuring compliance with legislation and policy
- Monitor compliance with Information Governance requirements, including annual staff completion of N3 training

Financial:

- 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 achieving financial balance within the departmental budget

Staffing:

- Manage the administrative team
- Organise administrative support to board meetings, ensuring relevant documentation compiled and distributed within timescales
- Maintain team performance at all times, redeploying staff as necessary
- Delegate work activities to team members as appropriate
- Monitor and highlight workforce planning issues
- Ensure good staff skills mix so that tasks are undertaken by team members with appropriate competence and value for money
- Conduct 1:1s with team members, record and monitor performance, provide feedback and information for supporting them in their improvement
- Maintain oversight of the off duty for accuracy , allocation and skills mix to deliver healthcare services safely
- Maintain robust staffing figures including, headcount, vacancies, offered, start dates, bank staff for reporting on at healthcare meetings as required

Communication:

- 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
- Compile reports as requested by the Head of Healthcare

Risk Management :

- Contribute toward the identification and management of risks within the service
- 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
- Monitor compliance with Health & Safety requirements within the service
- Maintain oversight of the department asset registers

Improving Quality:

- Ensure patient care is delivered to the best possible standard
- Ensure the accuracy of reporting including HJIPs
- Ensure QoF outcomes are maximised
- Ensure robust systems are in place for the accurate recording of DNAs
- Ensure clinic usage is maximised for the reduction of waiting times and resource management.
- Ensure RCA/SUIs are managed in accordance with local and national reporting timescales
- Work closely with the Performance Development Unit for healthcare contract compliance.
- Monitor all healthcare action plans.
- To develop and maintain a meaningful system of data capture regarding escorts and bedwatches, enumeration planned and emergency figures
- Support the Head of Healthcare in practice development issues and input into Clinical Governance, Medicines Management and other forums, as appropriate.
- Co-ordinate non-clinical audit processes, liaising as necessary with colleagues
- Monitoring and oversight of all clinical areas including cleanliness standards, cleaning schedules completed. Robust reporting to FM on non-compliance with agreed cleanliness standards

Training and Development

- Take part in the induction of newly joined clinical staff members
- Identify own learning needs to support continuing professional development
- Contribute to staff recruitment activities as directed by the Head of Healthcare

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.
- Skilled in use of SystmOne or clinical database
- 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
- Knowledge of NHS data reporting frameworks
- Knowledge of CQC standards

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

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	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			