



**danetremedicalpractice**  
*Working together for better healthcare*

# 2024

## Job Description – Support Services Manager



**Managing Partner – Jo Gilford**

**Senior Partner – Dr Jude Viira**

**Clinical Lead – Dr Lewis**

### **MANAGEMENT TEAM**

**Clinical Manager**

**MDT Manager**

**Support Services Manager**

**Patient Services Manager**

**Transformation & IT Manager**

**Operations Manager**

**Danetre Medical Practice**

**July 2024**

## Job Description

### JOB DETAILS

<b>TITLE:</b>	Support Services Manager
<b>HOURS OF WORK:</b>	37.5 hrs per week
<b>SALARY:</b>	£25419 - £28,352 FTE £13.00 - £14.50 per hour (Depending on Experience)
<b>DIRECT REPORT TO:</b>	Practice Manager
<b>DATE:</b>	March 2024

### ABOUT US

The current list size of Danetre Medical Practice is approximately 12,750. Any increase over the last ten years has been due mainly to; natural change (more births than deaths); building development within Daventry itself and more recently migration from the rest of the UK and overseas. The boundaries of the Practice show we are large in terms of geographical size, with the majority of the land classified as rural.

The practice itself is located in close proximity to Daventry Town centre in a modern building adjoining Danetre Hospital (a community hospital which opened in September 2006) offering a wide range of services and delivering a high standard of care. Also attached to the Practice operating independently is Boots Chemist.

### JOB PURPOSE

The post holder will be responsible for a team of Support Services Advisors and Care Coordinators to deliver a high quality, diverse, patient centred service

### KEY RESPONSIBILITIES

The post holder will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures whilst managing their own workload to deliver the practice priorities and vision.

The post holder will be directly responsible for supervising the day to day operational running of the customer services team

As a member of the management team the post holder will contribute to the strategic direction and corporate management of the GP led practice.

## **GENERAL**

- Work collaboratively as a key member of the practice management team
- To recruit, induct, develop and support a team delivering front line support services to ensure resolution of enquiries and requests for services.
- To supervise the workload of the team, allocating team members to optimise service provision across the hours of operation.
- Identify areas for improvement and make recommendations for service improvement, and implementing those improvements
- To ensure that the team follows established procedures adhering to agreed Key Performance Indicators and quality standards to maximise patient satisfaction.
- To ensure statistical information is produced, collated and analysed to assist in evaluating the efficiency of the team
- To support the Operations Manager in the development and implementation of technology and systems
- Ensure health and safety requirements are met and that the Practice complies with the Health & safety at Work legislation, carrying out a systematic program of risk assessments
- Manage twice monthly Safeguarding meetings and all associated tasks surrounding Safeguarding, it's protocols and policies
- to undertake any other duties as required

## **SUPERVISION & MANAGEMENT**

- The Manager is responsible for the everyday running of the shift and the solving of immediate patient problems.
- The Team Leader will supervise, coach and monitor a team of Support Service Advisers, organise regular team meetings, and annual appraisal and personal development meetings.
- Allocate and monitor staff leave ensuring the practice has sufficient levels of resources to meet service demands
- They will meet regularly with the Practice Manager to discuss new developments, issues arising and any relevant team matters.
- Promote a strong customer/patient focus throughout the Practice
- Help develop and promote a positive working culture, encouraging staff participation and involvement in developing and improving their own contribution towards the success of the practice

## **IT**

- Ensure information governance standards are implemented and maintained
- Assist in managing and maintaining the practice Web Site
- Assist in managing IT hardware, telephone and housekeeping issues

## **COMMUNICATION**

- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating

- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Estimate and maintain effective communication with individuals and groups within the practice environment and with external stakeholders
- Act as an advocate when representing the patients' and colleagues' viewpoints to others

### **QUALITY**

- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Participate in the maintenance of quality governance systems and processes across the Practice and its activities
- Utilise the appraisal/audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Support and participate in shared learning across the practice and wider organisation
- Participate in the performance monitoring review of the team, providing feedback as appropriate

### **PERSONAL AND PEOPLE DEVELOPMENT**

- Take responsibility for own development, learning and performance including acting as a positive role model
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging complacency and actions that are not in the interest of the public and/or users of services
- Understand own responsibilities and accountability in the delivery of services to patients, ensuring that the needs of the patient are the priority
- Contribute and participate in the development of local guidelines, protocols and standards

### **TEAMWORKING**

- Understand own role and scope in the organisation and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- Participate in team activities that create opportunities to improve support services
- Participate in and support local projects as agreed with the practice management team

### **MANAGEMENT OF RISK**

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Undertake mandatory and statutory training
- Participate in the local implementation strategies that are aligned to the values and culture of general practice

### **ADDITIONAL RESPONSIBILITY**

- Recommend and implement changes to improve the efficiency of the practice and undertake such additional duties as may become necessary from time to time to ensure the smooth running of the practice
- Where applicable manage enhance performance within the Practice to ensure maximum patient care
- Attend training courses identified as essential or beneficial to the role and take responsibility for identifying own learning needs
- Ensure all significant events are reported and discussed as appropriate and facilitate a full understanding of clinical governance requirements within the practice
- Maintain records of specific adverse incidents, complaints and near misses and work with local colleagues and the clinical governance team to ensure lessons are learnt and practices adapted to avoid future incidents

### **KEY WORKING RELATIONSHIPS**

GP Management Lead  
Management Team  
Staff and clinicians

Practice Manager  
Partner GP's  
Patients

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce.

Information Governance is a framework to enable the Practice to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

### **CONFIDENTIALITY**

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 AND SAFETY**

The post holder will be required to comply with the duties placed on employees of the Practice as set out in the Health and Safety at Work Policy and related procedures.

The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

### **TECHNOLOGY**

- Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information
- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act
- Collate, analyse and present data and information to the team using appropriate charts and/or graphs to enhance care
- Comply with computer based information requirements
- Be computer literate in Microsoft Office Package

### **EQUALITY AND DIVERSITY**

The Practice has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

The Practice is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that all users of its services are treated according to their needs.

- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care. Assist patients from marginalised groups to access quality care

**REHABILITATION OF OFFENDERS ACT 1974**

This post is not exempt from the provisions of the Rehabilitation of Offenders Act 1974. Therefore the post holder is required to disclose any spent convictions.

***THIS JOB DESCRIPTION IS SUBJECT TO CONSTANT CHANGING NEEDS  
WITHIN THE WORK SITUATION AND WILL BE REVIEWED ANNUALLY IN  
CONSULTATION WITH THE POST HOLDER***

## Person Specification

- GNVQ/NVQ level 3/A level qualification or equivalent; or detailed support services knowledge
- Must have customer/patient care skills and have worked in a customer/patient facing environment
- Two years' supervisory experience is essential, or the ability to demonstrate the skills required for the effective recruitment, selection and supervision of a team
- An understanding of Safeguarding
- Demonstrable good written and verbal communication skills
- Ability to compile and analyse statistical information
- Experience of working with clinical systems ie. SystemOne would be desirable
- Ability to remain calm when dealing with difficult or distressed people
- Commitment to health and safety, equal opportunities and anti-discriminatory practices in employment and service provision
- Understanding of the needs for confidentiality and compliance with service regimes.
- Ability to work on own initiative and as part of a team.
- Experience of working in a public sector/healthcare environment would be advantageous
- Excellent organisation skills required along with ability to prioritise and work to very high standards of performance
- Be comfortable in driving teams to meet objectives
- Able to think ahead and anticipate issues
- Ability to be assertive, but polite and patient
- Competence in Microsoft Office packages (Outlook, Word, Excel)



## **Example Job List**

- Bowel/screening path results
- Case Conference requests
- Cervical screening path results
- Cervical cytology scheduled tasks
- VSAS
- E-Referral
- Extend Access rota
- Firearms
- Information email
- Requests for online access
- Safeguarding meetings
- Scan Comms
- Staff Bulletin
- Staff Reviews/Return to work interviews
- St Clements medicals
- Own Tasks
- Accurux
- Text emails
- Training Plans
- Unassigned tasks
- Waiting List
- Invoices

**THIS JOB LIST IS SUBJECT TO CONSTANT CHANGING NEEDS WITHIN THE WORK SITUATION AND IS CONSTANTLY UNDER REVIEW IN CONSULTATION WITH THE POST HOLDER**