

<b>Job Title:</b>	<b>Primary Care Network Manager</b>
<b>Hourly Rate:</b>	£45,753 and £51,688 per annum WTE (equiv Band 8a)
<b>Hours:</b>	14 hrs p/week
<b>Term:</b>	Permanent
<b>Accountable To:</b>	PCN Clinical Director
<b>Location:</b>	Unity PCN (Consisting of Pulteney Street Practice & University Medical Centre) Bath.

**Job Summary:**

We are looking for a Primary Care Network Manager to work within the Unity Primary Care Network in Bath & North East Somerset. This would suit a candidate with previous healthcare management experience.

The PCN Manager will form an integral part of the PCN leadership team working alongside the Clinical Director and the PCN board members.

The PCN Manager will act as a point of expertise, coordinate the successful achievement of all governance requirements, translate national and local policy into meaningful changes, and will support practices to achieve improved outcomes for the local population. They will also liaise with the PCN Managers and Clinical Directors of other PCNs.

**Job Summary:**

- To play a pivotal role in the delivery of high quality primary health care within the PCNs
- Support the PCN Clinical Directors and boards to ensure the smooth running of the Networks
- To be involved in the management and development of the Networks
- To be responsible for the production of performance and quality reports within the Networks and other Network initiatives
- To be responsible for the oversight of the Networks' financial systems/PCNs' employed staff /payments to all the practices within the Networks, working alongside the Lead practice and their financial infrastructure
- Ensure the PCNs' compliance with GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance
- To represent the PCNs in cross organisation meetings when agreed e.g. locality/CCG meetings/ICS and other GM wide meetings

The job description is an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonable be required by the CDs and PCN boards' members. The following areas of responsibility are an indication of the role, but could be subject to change as the impact of primary care network commissioning evolves.

## **MAIN RESPONSIBILITIES OF THE POST**

To play a pivotal role in the delivery of high-quality primary health care within the PCN to include managing the Rapid Diagnostic Services project.

- Support the PCN Clinical Director and board to ensure the smooth running of the Network
- To be involved in the management and development of the Network
- To be responsible for the production of performance and quality reports within the Network and other Network initiatives
- To be responsible for the oversight of the Network financial systems and PCNs' employed staff
- Ensure the PCN's compliance with the GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance
- To represent the PCN in cross organisation meetings when agreed e.g. locality/CCG meetings/ICS and other B&NES wide meetings

The job description is an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by the CD and PCN board members. The following areas of responsibility are an indication of the role, but could be subject to change as the impact of primary care network commissioning evolves.

## **PRIMARY DUTIES AND AREAS OF RESPONSIBILITIES**

### **Key Responsibilities and Duties:**

The PCN Manager's areas of responsibility include:

- First point of contact for Practice Managers with regard to delivery of Network projects/schemes.
- Manage contractual requirements on behalf of the Network.
- Work with the BSW Training Hub to co-ordinate training and development of PCN clinical/administrative staff.
- Co-ordinate the delivery of enhanced services and other service submissions on behalf of the Network.
- Support recruitment, induction and training of new PCN staff.
- Collate feedback / analysis data on behalf of the Network to report to the CCG and other organisations as required.
- To manage the workflow processes in relation to the above.

### **Organisational:**

The remit of this role is broad and evolving and will require attention to detail in the delivery of high-quality day to day operations.

- Work with the PCN Director and board for strategic and operational planning processes to support the PCN objectives.
- Support the PCN Director and board with the writing of business and development plans as required.
- Coordinate meetings for the PCN working – monthly board meetings and ad hoc project meetings as required.
- Identify and record risks and issues, developing contingency plans with service and contract leads.
- Ensure all relevant national strategies, policies, targets and frameworks are fully implemented.
- Ensure compliance with health and safety policies and procedures to reflect current best practice and ensure all staff, contractors, workers and members of the general public discharge them effectively.
- Support the recruitment, induction and training of new and existing staff groups that may or may not be employed by the PCN.
- Drive issues through to resolution, acting as a point of expertise.

#### **Finance:**

- To work alongside Practice Managers within the Network for the setting up of new financial systems.
- To monitor and check the accuracy of the any submissions for Enhanced Services, Contractual requirements on behalf of the Network and ensure that all claims are submitted on a monthly and quarterly basis.
- With support from the Finance Manager, ensure that the PCNs physical and financial resources are managed and maintained for maximum effectiveness through:
- Ensuring financial risks are recognised and appropriate action taken o Monitoring expenditure and identifying significant deviations from plan
- Planning and monitoring income and cash flow to ensure that income is maximised and that funds are available as required
- Ensuring all claims are submitted in good time and payment made and received
- Ensuring the practice's allocation of resources is fair and equitable
- Present financial plans, monitoring information and reports to the PCNs as required
- Manage all delegated budgets with propriety in line with all relevant organisational procedures with a view to achieving the best impact from well managed finances
- Review, authorise and approve operational services spend, ensuring a fair and reasonable allocation of funds
- Ensure financial risks are recognised and appropriate action taken

#### **IM&T :**

- Ensure the PCN compliance with the GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance
- To oversee the administration of the PCN
- To ensure the integrity of the system working with the CCG to implement their guidance.

#### **Strategy and Leadership:**

- Clarify objectives and priorities for network delivery in line with operational realities, financial parameters and contract requirements.
- Research and apply evidence from national policy, guidance and benchmarking that will influence the planning and delivery of PCN priorities

- Promote the engagement of the PCN GP practices to unify locality structures
- Ensure proactive stakeholder management occurs including frontline staff, team, service, organisation, senior leaders, external bodies
- Provide and build upon key performance management data, as appropriate.

#### **Development and change:**

- Support and champion the development of good quality locality network plans that deliver relevant change and improvement projects which can be both measured and evaluated
- Oversee a programme of audits and surveys that support, and evidence measures of improvement
- Identify and develop appropriate tools and measures of improvement to support effective change, e.g. performance frameworks, population health data, outcome measures

#### **Welfare:**

- Organise PCN events e.g. Educational/Locality/Neighbourhood /Network wide events.

#### **Relationship Management:**

- Manage and maintain credibility with all key contacts within the network, to foster a culture of collaboration, and promote inter-service learning to drive continuous improvement
- To work as a flexible member of the PCN providing support to other team members when necessary
- To take an active role in the development and embedding of the PCNs culture, values and reputation as providers of high-quality services
- Encourage supporting staff to collaborate through sharing information and intelligence across different activities
- Build good relationships with all stakeholders involved in the PCN
- Develop and deliver a communication strategy with reference to the network's geographical spread
- Represent the network at meetings, in the community and to the media as required
- Listen and act on staff feedback from the frontline to build staff trust by adopting a proactive, facilitative approach. Ensure their representation and commitment across the PCN.
- Provide coaching and support to staff and stakeholders involved in PCN transformation and development

Others: Any responsibility identified during the course of the job. This is an evolving job.

#### **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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feeling priorities and rights.

### **Personal/Professional Development:**

- The post-holder will participate in any training programme implemented by the PCN 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 skill and activities to others who are undertaking similar work
- Training may need to be undertaken outside of normal practice hours, and off site.
- Quality and Governance:
- The post-holder will strive to maintain quality within the PCN, 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.
- Work effectively with individuals in other agencies
- Effectively manage own time, workload and resources
- Ensure that the PCN board and Clinical director adhere to the governance structure as set out in the network agreement.

### **Communication:**

The PCN Manager will ensure effective communication is maintained within the Networks and with all stakeholders outside the networks.

### **Conduct**

- To demonstrate professional and ethical behaviours always including when liaising with internal and external colleagues.

### **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 carer's, BEMS staff and other healthcare workers. They may also have access to information relating to BEMS 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 BEMS may only be divulged to authorised persons in accordance with BEMS 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 BEMS Health & Safety Policy, to include:

- Using personal security systems within the workplace according to BEMS 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 to the Operations Manager

### **Quality:**

The post-holder will strive to maintain quality within BEMS, 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
- Recognize people's needs for alternative methods of communication and respond accordingly
- Communicate with other NHS Bodies

### **Safeguarding:**

BEMS is committed to safeguarding and promoting the welfare of children, adults and young people. All staff will receive training on Child & Adult Protection; Safeguarding Children & Adult Policies and Procedures as part of their Induction and annual updates. This training will equip the post holder with the knowledge of what to do if they have concerns about the welfare of a child or adult.

### **Flexibility:**

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role to ensure business needs are satisfied.

## Personal Specification PCN Project Manager

Criterion	Essential	Desirable
<b>Qualifications/Attainments</b>	<ul style="list-style-type: none"> <li>• Degree or similar qualification</li> <li>• Masters level qualification in Management</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Management qualification.</li> </ul>
<b>Experience and Skills</b>	<ul style="list-style-type: none"> <li>• Proven knowledge and experience of working in a management role in primary or secondary care.</li> <li>• Build strong personal relationships and have effective formal and informal networks.</li> <li>• Able to write concise reports covering complex issues</li> <li>• Business development</li> <li>• Converting strategy into practical delivery.</li> <li>• Previous project management expertise.</li> <li>• Excellent interpersonal skills</li> <li>• Literate and a good communicator.</li> <li>• IT and keyboard and social media skills</li> <li>• Good negotiation skills</li> <li>• Expertise in contract management</li> <li>• Budget management experience</li> <li>• Analytical and problem-solving skills.</li> <li>• Strong facilitation skills</li> <li>• Able to prioritise conflicting expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of leading change management projects.</li> <li>• Working with multi-disciplinary health teams.</li> </ul>
<b>Special attributes and knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the health care system in relation to commissioners.</li> <li>• Demonstrates a high level of integrity.</li> <li>• Ability to work in a diverse environment</li> </ul>	
<b>Others</b>	<ul style="list-style-type: none"> <li>• Ability to use own initiative, follow tasks through and work with a high level of autonomy.</li> <li>• Be responsive and agile, adapting to a rapidly changing environment.</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly (including some work outside usual hours).</li> </ul>	

