

The Albany Practice

JOB DESCRIPTION

JOB TITLE: ASSISTANT PRACTICE MANAGER

REPORTS TO: PRACTICE MANAGER

HOURS: 20 hours per week

Job Purpose:

To cover the maternity leave of the Assistant Practice Manager by assisting the Practice Manager to deliver efficient and effective administration support to the clinical staff and courteous reception services to the patients.

KEY RESPONSIBILITIES

1. Provide support and practical assistance to the practice manager and deputise for her as necessary.
2. Manage the day to day operational aspects of the Practice including:
 - a. The appointment Ledger
 - b. Rotas
 - c. Holidays
 - d. The Practice notice board
 - e. Take responsibility for Petty Cash receipts and payments
3. Conduct searches and compile claims information as required to ensure prompt payment for work including:
 - a. Direct Enhanced Services
 - b. Out of Hospital Services
 - c. Immunisations
 - d. Public Health Contracts
 - e. Local Improvement Scheme
 - f. Ad hoc chargeable activities
4. Manage the patient recall procedures, ensuring that patients receive routine recall to clinicians and that the action is coded appropriately on their file.
5. Assist with IT related matters within the practice, including but not exclusively:
 - a. Setting up users on SystemOne and submitting RA02 forms to the CCG
 - b. Administering Smartcards
 - c. Training and supporting individuals as necessary
 - d. Overseeing the daily server back-up

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6. Premises and equipment.
 - a. Arrange repair or replacement of faulty equipment
 - b. Oversee the monitoring of fridge temperatures
 - c. Ensure building problems have been reported and attended to.
 - d. Fulfil the duties of one of the Practice's Fire Wardens
7. Reasonable ad hoc or on-going duties and projects as requested by and agreed with the Practice Manager.

General requirements for all Albany Practice Post Holders

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, to 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 and free from hazards

Reporting potential risks identified

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 recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation

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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, 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, 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

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 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

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

The Albany Practice Person Specification



Job Title: Assistant Practice Manager

Criteria	Essential/ Desirable	Demonstrated: A = application I = interview T=Test
Qualifications/Training/Experience		
1. Basic secondary education to GCSE standard or equivalent	E	A
2. Experience in a customer focused environment	E	A
3. Experience of working in a rapidly changing environment	D	A/I
4. Experience in use of database packages	D	A/I
Skills and Knowledge		
5. Excellent IT skills	E	A/I
6. Good telephone manner	E	I
7. Good numeracy skills to interpret reports	E	A/I
8. Excellent organisational skills	E	A/I
Personal Skills, Abilities and Attributes		
9. Able to communicate with people at all levels	E	A/I
10. Desire to deliver excellence in customer service	E	A/I
11. Patient, polite & courteous	E	I
12. Team player	E	I
13. Empathetic, caring nature	E	I
14. Enthusiasm	E	I
15. Sense of humour	E	I
16. Ability to handle own stress	E	I
Other Requirements		
17. Flexibility over hours	E	A/I
18. Willing to work occasional weekends	E	A

EMPLOYMENT APPLICATION

Your application should be filled in electronically and emailed to: pm.albany@nhs.net

Do not include a CV as this will not be included in the shortlisting process.

Should you require more space for any section, either extend the space available on the form or attach extra sheets.

PERSONAL DETAILS:

Post applied for: Assistant Practice Manager: Maternity Cover	
Where did you see the post advertised?	
Surname:	First Name(s):
Address:	Postcode:
Telephone No: Daytime:	Evening:
E-mail address:	
Do you hold a current UK driving licence?	
What would be your method of transport to work?	
Are you legally eligible for employment in the UK?	Yes / No (delete as applicable)
Do you require a work permit to work in the UK?	Yes / No (delete as applicable)
<i>Please note that prior to making an offer of employment, we are required by law to verify documentary evidence (and maintain copies for our files) regarding a candidate's eligibility to work in the UK. This applies to all applicants regardless of nationality/origin.</i>	

Have you any criminal convictions that are not spent under the Rehabilitation of Offenders Act 1974? *This post is covered by the Rehabilitation of Offender Act 1974 (Exceptions) Order 1975, both spent and unspent convictions must be declared.*

Yes / No (delete as applicable)

If yes please give dates and details.

Are you involved in any activity which might limit your availability to work or carry out your working hours e.g. local government? **Yes / No**

If Yes please give details.

If offered employment, you will be required to complete an Occupational Health Questionnaire and may also be required to undergo an Occupational Health Consultation. Do you consent to this? **Yes/No**

APPLICANTS WHO ARE PATIENTS OF THE ALBANY PRACTICE

The Albany Practice considers that employing staff who are patients of the practice has significant disadvantages both to the patient and to the practice. Please note therefore that if your application is successful, you will be required to register elsewhere.

DISABILITIES

If selected for interview, do you require any special arrangements to be made on account of any disability? **Yes / No**

If yes, please give brief details of the effects of your disability on your day to day activities, and any other information that you feel would help us to accommodate your needs during your interview and fulfil our obligations under the Equality Act 2010.

EDUCATION AND QUALIFICATIONS (most recent first). Include details of any qualifications for which you are currently studying/expect to attain.

*** Inclusion of qualification dates is not compulsory**

Schools, Colleges Universities or other Training organisations	From*	To*	Programme of study/examinations taken (with levels and grades)

CURRENT (OR MOST RECENT) EMPLOYMENT OR WORK EXPERIENCE

Title of Post	
Name and Address of Employer	
<div style="text-align: right;">Postcode</div>	
Nature of Business:	Date of Appointment:
Salary and Grade/Scale	Period of Notice / Contract End Date
Summary of Duties Responsibilities	

PREVIOUS EMPLOYMENT (most recent first - you may include unpaid work)

Please give a brief explanation of any periods of unemployment. Add extra rows or continue on another sheet with the same layout if necessary

Employer's Name and Address	Title of Post Held	Salary/Pay	Date From	Date To	Reason for leaving

INFORMATION IN SUPPORT OF THIS APPLICATION

Having read the job description, please use the space below to explain why you would be a good applicant for the post, highlighting relevant experience you have gained and skills you have to offer.

Please continue on an additional sheet if necessary. Do not include a CV with this application.

PERSONAL INTERESTS/HOBBIES

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REFERENCES

Please give the name, address and telephone number of two people who would be willing to give you a reference. If you are currently or have recently been in employment, one of these should be your current or last employer. If not, a referee should be a person who can make a statement with regard to your character, e.g. a school or college teacher. Referees must not be members of your family or related to you in any way.

Name :	Name
Job Title (if applicable)	Job Title (if applicable)
Address	Address
Postcode	Postcode
Telephone	Telephone
How does this person know you?	How does this person know you?
May we take up reference before interview? Yes /No	May we take up reference before interview? Yes /No

In submitting this application I certify the information in it to be accurate

Signed: Dated: