

Thurso & Halkirk Medical Practice

Princes Street Surgery

69 Princes Street

THURSO

Caithness KW14 7DH

Assistant Practice Manager

Full Time (4 ½ days per week)

Permanent Position

We are looking to recruit an Assistant Practice Manager (APM)

The APM will primarily be expected to assist the Practice Manager with practice development and the general day to day running of the practice.

Although experience within a GP Practice or Healthcare setting would be an advantage, it is not essential.

The candidate must be capable of strong leadership, with operational management experience (including people management), and must have the ability to communicate effectively at all levels. Competency in IT and excellent organisation skills are essential with the ability to respond positively and effectively to change.

This position offers excellent terms and conditions including generous holiday entitlement and pension. Salary is negotiable and will depend on experience. A job description and specification can be found on our website noticeboard at www.thursohalkirkmp.co.uk

If you are interested in the above position, please write to (or email), Christine Tait, Management Partner, Thurso & Halkirk Medical Practice, 69 Princes Street, Thurso, Caithness KW14 7DH (christine.tait@nhs.scot) Applicants must include a covering letter along with an up to date CV. Informal enquiries can be made by calling Christine on 01847 893154. Closing date for applications – Friday, 6 August 2021

THURSO & HALKIRK MEDICAL PRACTICE

JOB DESCRIPTION

Assistant Practice Manager

Full time (4 ½ days per week)

Job summary

- To provide support to the management team at Thurso & Halkirk Medical Practice, to assist the Practice Manager and GP partners
- To ensure that administrative and clerical duties within the practice are carried out within practice guidelines and policies

Skills and experience

- The ability to work under pressure with good time management skills
- The ability to manage workload priorities
- Excellent communication and people skills
- Confidence to work as part of a multi-skilled team
- The ability to use initiative and to work proactively and reactively to manage issues and problems to gain a good solution or a positive outcome

Principal responsibilities

Organisational

- Support the PM to develop, review and update practice policies and procedures
- Work in conjunction with the PM and partners to ensure and maintain high standards
- Work with internal teams to ensure key documents are updated and circulated regularly
- Develop and maintain effective communication both within the practice and with relevant outside organisations
- Help manage GP and staff rotas, understand appointment system and maintain GP TeamNet
- Manage the Recall system
- Manage the system for private work including invoicing, recording and banking
- Manage the Petty Cash system
- Oversee Coding of information within the Practice
- Order stationery and supplies
- Provide general managerial support as required

Human Resources

- Assist PM in recruitment and retention of support staff and the non-clinical management of nursing and employed doctors, both salaried and trainees
- Support the PM to provide a general personnel management service
- Help the PM to arrange and implement staff inductions and training
- Maintain and update staff HR documentation
- Organise staff training for support staff and clinical staff where necessary

Information Technology and data/reporting

- Troubleshoot IT problems promptly and efficiently, with internal support or via eHealth or the practice IT support companies
- Liaise with clinical system suppliers and the IT support services on the replacement, maintenance and repair of hardware and software, ensuring that the practice receives the optimum service and performance from the systems
- Support the PM to ensure that practice policies and procedures meet the requirement of the new GDPR regulations

Patient and Community Services

- Support the Reception team and PM to manage an effective appointments system
- Manage surgery timetables, duty rotas, the year planner and holiday cover
- Implement and maintain systems to receive patient enquiries and suggestions including complaint handling

Premises and Equipment

- Ensure that staff and building occupants are aware of security and fire procedures
- Maintain security fob system
- Ensure that the premises are clean and tidy
- Organise repairs and fix problems in rooms
- Liaise with cleaning staff

Management

- Deal with queries in the absence of the PM

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 national and practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers

Contribution to the implementation of services:

The post-holder will

- Keep up to date and apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect their own work
- Participate in audits where appropriate

26 July 2021

Assistant Practice Manager - Person Specification

	Necessary	Desirable
Academic/ Vocational Qualifications	GCSE English and Maths, grade C or above Good written and verbal communication skills Evidence of commitment to continuing professional development.	
Experience	Experience of team/departmental management/leadership and ability to promote team spirit and enthusiasm. Experience of working in a computer environment.	Project management experience. Staff/HR management. Experience of financial management.
Skills	<ul style="list-style-type: none"> • Ability to work as part of multi-disciplinary team. • Excellent communication and interpersonal skills. • Able to multitask and prioritise. • Ability to listen and empathise. • Appropriate IT skills (above average). • Co-ordination. • Good time management and prioritisation. • Completer-finisher. • Problem solving, finding effective solutions. • Negotiating. • Networking skills. • Ability to manage conflict. • Ability to motivate others. 	
Qualities	<ul style="list-style-type: none"> • Self-motivated and shows initiative - able to work with minimal direction and manage own workload. • Well organised and task focused. • A real desire to provide quality service to patients. • Adaptable, innovative, and proactive. • Confident and enthusiastic. • Honest, caring and sympathetic. • Strategic thinking with vision. • Good sense of humour, personable. • Hard working, reliable and resourceful. • Willing to work flexible hours as necessary. • Calm under pressure. • Diplomatic. 	
Other	<ul style="list-style-type: none"> • Current driving licence (preferably car owner) • Non-smoking environment 	