

Primary Care Network (PCN) Manager Whitewater Loddon PCN

JOB TITLE	Primary Care Network (PCN) Manager
HOURS	37.5 hours per week
SALARY	Band 7 - £38890
RESPONSIBLE TO	PCN Clinical Director
Contract Type	Permanent
Location	Agile working at GP Practices within Whitewater Loddon PCN (Working from home and in person at the Practices)
Closing Date	10/08/2021 at 17:00

OVERVIEW:

The PCN Manager will be working as part of the Whitewater Loddon Primary Care Network which comprises the following GP practices:

1. Whitewater Health
2. Chineham Medical Practice
3. Clift Surgery

While operating under the working direction of the Clinical Director, the post holder will be required to develop effective relationships with the respective practice managers.

In addition, close links will be required with other PCN management team members and with our external stakeholders, such as the voluntary / care sector, community trusts and secondary care trusts.

This exciting new post will form an integral part of the PCN leadership team and will work closely with the Clinical Director, Network Administrator and Management and Clinical Leads. The ideal candidate will need to be proactive, have a passion for primary care, and proven track record in delivering primary care improvements.

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

ROLE SPECIFIC

<p>1. DUTIES AND RESPONSIBILITIES OF THE POST</p>	<p>This list of duties and responsibilities is not exhaustive and may be subject to changes as deemed necessary;</p> <p>The PCN Manager's areas of responsibility include and are not limited to:</p> <p>Strategy and leadership:</p> <ul style="list-style-type: none">• To provide day to day managerial supervision to Whitewater Loddon PCN by leading and supporting quality improvement and performance, including evaluating the patient experience of the services provided;• To be fully accountable for all projects and to ensure patient safety and quality of care is at the forefront of all projects• Clarify objectives and priorities for network delivery in line with operational realities; financial parameters and contract requirements• To support the Chairing of network meetings <p>Operations and Project Management:</p> <ul style="list-style-type: none">• To operationally manage specified staff within the Whitewater Loddon PCN;• To act as the first point of contact with regard to delivery of Networks' projects/schemes;• To develop and run administrative systems for the Whitewater Loddon collaboration projects• Manage and establish necessary monitoring processes of risks, issues and actions and report these to the PCN Clinical Director• To participate and support in relevant meetings;• Ensure all relevant national strategies, policies, targets and frameworks are fully implemented• Ensuring KPIs are achieved: these will be determined during your probationary period;• To identify clinical and organisational improvements to enhance and improve integrated care and services to patients;• To assist with the gathering of statistics and information when required <p>Finance and Governance:</p> <ul style="list-style-type: none">• To participate in Financial duties in liaison with the Banking Practice, the Finance Manager and the employing Practices;• To monitor and check the accuracy of the submissions for the SNS, DES and contractual requirements on behalf of the Network;• To be the budget holder for designated budgets of small projects and work streams;• To provide expenditure details to the Clinical Director highlighting variances from the project budget with support from the Finance Manager;• To ensure that all reports and claims are submitted on a monthly and quarterly basis;
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- To ensure that the PCNs physical and financial resources are managed and maintained for maximum effectiveness through:
 1. Ensuring financial risks are recognised and appropriate action taken
 2. Planning and monitoring income and cash flow to ensure that income is maximised and that funds are available as required
- Ensuring the practice's allocation of resources is fair and equitable

Recruitment and Human Resources:

- To participate in HR duties with the support of the lead practice HR Teams.
- To assist in the resolution of any complaints, resolving informal complaints locally and assisting in the investigation of and response to formal complaints as required
- To support the recruitment of ARRS roles as per the DES requirements

Communication:

- To help staff within the Whitewater Loddon PCN to understand and support delivery of its strategic objectives and outcomes framework
- To liaise and work with different practices on an ad-hoc project basis
- To encourage all staff to collaborate through sharing information and intelligence across different activities

Stakeholder Relationships:

- To work closely with the relevant teams and Practices to support network implementation of agreed service changes, pathways and quality improvement;
- Promote the engagement of all PCN practices to unify locality structures
- To 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
- Build good relationships with all stakeholders involved in the PCN
- Develop and deliver a communication plan using a wide variety of channels
- To represent the network at external meetings
- Listen and act on staff feedback from the frontline to build staff trust by adopting a proactive, facilitative approach.
- Provide coaching and support to staff and stakeholders involved in PCN transformation and development

Supporting Clinical Directors:

- Supporting the CD to provide strategic and clinical leadership to the network, developing and implementing strategic plans, leading and supporting quality improvement and performance across member practices;
- Supporting network implementation of agreed service changes and pathways, working closely with member practices, the wider PCN and the commissioner to develop, support and deliver local improvement programmes aligned to national and local priorities

Education and Training:

- To verify with the lead employing Practice that PCN staff have the appropriate training, accreditation and requisite skills to undertake

	<p>the duties required of them and that CQC requirements are fully respected.</p> <ul style="list-style-type: none"> To be responsible for mandatory training within the Whitewater Loddon PCN
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Next Steps and Training

<p>WHITEWATER LODDON PCN'S COMMITMENT TO TRAINING AND DEVELOPMENT</p>	<ul style="list-style-type: none"> You will receive PCN Manager training and mentorship from THC Primary Care who are Primary Care Network Specialists, on appointment to this role. The training will provide you with practical tools and resources to support you in your new role as PCN Manager. (https://www.thcprimarycare.co.uk/pcn-leads-accelerator-programme).
<p>NEXT STEPS & IMPORTANT DATES</p>	<p>If you are successful in the first stage of recruitment you will be offered an interview.</p> <p>At the interview you will:</p> <ul style="list-style-type: none"> Deliver a 5 to 10-minute presentation on the current challenges faced by Primary Care Networks with a focus on Whitewater Loddon PCN Interviews will take place on 18th and 19th of August 2021

GENERAL

<p>CONFIDENTIALITY</p> <ul style="list-style-type: none"> 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 with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data; Not to enter patients records without clinical or administrative need to do so This responsibility lasts in perpetuity.
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<p>HEALTH AND SAFETY</p> <ul style="list-style-type: none"> Assisting in promoting and maintaining their own and others' health and safety and security as defined in the Practice Health and Safety Policy; 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; Actively reporting health and safety hazards and infection hazards immediately when recognised; Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role; Reporting potential risks identified and with due regard to Whistleblowing Policy; Demonstrate due regard for safeguarding and promoting the welfare of children and adults;

<p>EQUALITY AND DIVERSITY</p>

- 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights;

PERSONAL/PROFESSIONAL DEVELOPMENT

- 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;
- Taking responsibility for maintaining a record of own personal development;
- Working with management on any new training requirements ;

COMMUNICATION

- Communicate effectively with other team members;
- Communicate effectively with patients and carers;
- Recognise people's needs for alternative methods of communication and respond accordingly.

CONTRIBUTING TO THE IMPLEMENTATION OF SERVICES

- Discussing with other members of the team how the policies, standards and guidelines will affect own work;
- Participating in audit where appropriate.

OTHER

- Carrying out other duties that are required within the role as it evolves within the development of the organisation;
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises;
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work;
- If the additional responsibility or task become a regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff.

FLEXIBILITY

- Due to the still emerging nature of Primary Care Networks, the nature of this post will undoubtedly change;
- This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder;
- The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team;

PERSON SPECIFICATION

POST TITLE: PCN Manager

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Good standard of general education (English and Maths at GCSE or equivalent level)• Education to degree level or equivalent	<ul style="list-style-type: none">• Management qualifications
Experience	<ul style="list-style-type: none">• Previous successful experience in a similar role	<ul style="list-style-type: none">• Employment in similar industry/sector
Knowledge	<ul style="list-style-type: none">• Well-versed in use of Microsoft Office (Excel, PowerPoint and Outlook)• Commitment to Continuing Professional Development	<ul style="list-style-type: none">• Knowledge of the NHS and working practices
Skills and Aptitudes	<ul style="list-style-type: none">• Able to work independently and be solutions focused• Very organised, working calmly and efficiently• Willing to be flexible and multi-task whilst not losing sight of priorities• Ability to work with a diverse group of people at all levels• Ability to maintain confidentiality at all times• Excellent verbal and written communication skills• Ability/willingness to commute to other Loddon PCN sites regularly to attend meetings, training courses etc.• Ability to understand finances and budgets• Ability to present to meetings	