



MENDIP VALE

Mendip Vale Medical Group

JOB TITLE: **Surgery Manager**
REPORTS TO: **Divisional Director**
HOURS: **35 – 37.5 per week**

Job Summary:

Working in conjunction with the Divisional Director you will provide leadership and management skills to enable the Surgery to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment. The Surgery Manager will ensure that the policies and procedures which support the design and delivery of the services are implemented by all personnel within the Surgery. As the manager in the Surgery you will motivate and inspire the Surgery team, and deliver the highest standards of customer service.

The Surgery Manager will develop good working relationships with:

- Patients
- GP, nurses and other surgery staff
- Other local healthcare providers who work with the Surgery

Key Responsibilities:

- To manage service delivery and patient care across the Surgery in line with organisational, local and national guidelines.
- To provide knowledge of the Surgery and the administrative and organisational KPI requirements for service delivery to the Areal Manager.
- To monitor, review and address team operational issues of teams managed.
- To work closely with other Surgery Managers to facilitate a collaborative, transparent, and knowledge-sharing environment between all Surgeries.
- To manage all relevant policies and procedures to maximise income across the Surgery.

Other Responsibilities:

- To manage performance targets and KPI's and ensure these are understood by all staff within the Surgery.
- To provide leadership and support the Team Leader to enable them to successfully manage and deliver their teams KPI's.
- To manage staff resources and daily work allocation of the teams within the post holders span of control.
- To ensure all key employment policies are implemented within the Surgery.
- To carry out staff appraisals of direct line reports, and implement personal development plans to ensure that training and development opportunities are made available for the teams within the post holders span of control.
- To ensure regular communication updates are understood by the staff in the Surgery.

- To initially investigate complaints, concerns and incidents with clinical and operational personnel as necessary, and work with the Head of Compliance to resolve them in effective and timely way.
- To understand and manage the organisation's governance and risk policies and procedures within the Surgery.
- To assist with the development and management of the quality strategy for the Surgery.
- To promote an awareness of Surgery integration within the wider organisation and the delivery of services underpinned by organisational ethos and values.
- To positively support and manage change to both the service and the structure of the Surgery.
- To undertake any other duties commensurate with the post holder's role as agreed with the Area Manger or Senior Management Team.
- Attending training and events organised by the Surgery or other agencies, where appropriate.

Communication

- Able to confidentially utilise a variety of communication methods to disseminate information to large numbers of people.
- Adapt communication style and content to reflect different type of people when making contact.
- Ability to receive complex, sensitive or contentious information and process appropriately.
- Promote positivity and effective working relationships with commissioners, other health care providers and other key health care providers and other key partners to support an integrated approach to high quality patient care.

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.
- Whilst performing the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, surgery staff and other healthcare workers. They may also have access to information relating to the Surgery as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, careers, colleagues, other healthcare workers or the business of the Surgery may only be divulged to authorised persons in accordance with the Surgery policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety

- Maintain the standards required for the health, safety and security knowledge & understanding as defined in the Surgery Health & Safety Policy.
- Use personal security systems within the workplace according to Surgery guidelines.
- Identify the risks involved in work activities and undertaking such activities in a way that manages those risks .
- Make effective use of training to update knowledge and skills.

- Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Report potential & actual risks identified.

Equality and Diversity

- Support the equality, diversity and rights of patients, carers and colleagues, and challenge behaviours that fall below the standards required.
- Lead in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Surgery procedures and policies, and current legislation.
- Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behave in a manner which is welcoming to an individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

- Participate in any training program implemented by Mendip Vale as part of this employment.
- Identify personal development and training needs.
- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- Lead and support others with their training and development needs.
- Participate in continuing education to maintain a contemporary level of professional knowledge and skill.

Quality

- Strive to improve quality within the Surgery.
- Assess own performance, ensuring competence, and being accountable for own actions, either directly or under supervision.
- Manage team members around issues of quality and risk.
- Contribute to the quality assurance process and 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 ensure the best care for the patient, referring to the Divisional Director, other Senior Managers or Partner as needed.
- Effectively manage own time, workload and resources.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services

- Maintain and update relevant Surgery policies, standards and guidance as directed by the Divisional Director
- Lead discussions with members of the team on how the policies, standards and guidelines will affect their work.
- Participate in audits & meetings where appropriate.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to can be found on the Intradoc system.

Signed Employee: _____ Print _____ Date: _____

Signed Manager: _____ Print _____ Date: _____

Last Reviewed: August 2023

Person Specification

	Essential	Desirable
Qualifications and Training	<p>Education to Degree Standard or equivalent management experience</p> <p>Evidence of continued learning/personal development in relevant field</p>	<p>Project Management PRINCEII qualification.</p>
Knowledge and Experience	<p>Previous evidence of Management roles in the NHS</p> <p>Experience in developing and delivering services in an NHS environment</p> <p>Evidence of up to date and relevant knowledge of Primary Care provision</p> <p>Understanding of day to day HR matters in a team setting</p>	<p>Experience of developing and overseeing implementation of service delivery policies and procedures</p>
Skills and ability	<p>Ability to review data and reports, translating them into a service delivery plan</p> <p>Influencing and change management skills</p> <p>Ability to represent the organisation at an operational level</p> <p>Ability to prioritise tasks and manage competing demands on time, ensuring all deadlines are met.</p> <p>Excellent communication skills, able to communicate effectively across different levels</p>	<p>Experience of managing a team within General Practice</p> <p>Experience of clinical IT systems (EMIS)</p> <p>Capacity to think strategically on an occasional basis</p> <p>Networking skills</p>

Other requirements	<p>Patient focused and compassionate about delivery of safe and effect care.</p> <p>Ability to demonstrate commitment to Mendip Vales ethos and values</p> <p>Resilient and flexible to meet service needs.</p> <p>Ability to travel to meetings in the interests of the Surgery as required</p> <p>Ability to attend meetings outside core hours as required</p>	
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