

Haywards Heath Central PCN



JOB DESCRIPTION	Primary Care Network Business Lead
GRADE	Band 7 equivalent
RESPONSIBLE TO	Practice Managers
ACCOUNTABLE TO	Clinical Director
LOCATION	Haywards Heath, West Sussex with some work from home opportunities
CONTRACT	Fixed term of two years 5 days per week 37.5hrs
Salary	Equivalent to AFC band 7 - depending on experience

Job Summary

This is a new role within the evolving new Primary Care Networks (PCNs). These networks are practices that work together within a geographical area to deliver contracts and services for their GP registered population.

The post holder will be responsible for providing operational management support to the practices within Haywards Heath Central PCN, which are Newtons Practice and Dolphins Practice.

The PCN Business Lead will form an integral part of the PCN leadership working alongside the Clinical Director, the PCN board members, the practice staff and the 'additional roles' staff.

The post holder will act as the main point of contact of expertise, coordinate the successful achievement of all PCN DES contractual requirements, support the translation of national and local policies into meaningful changes, and support collaborative working between multiple organisations to achieve improved outcomes for the local population.

The post holder will also be responsible for Financial Management, working alongside the practices to ensure financial management and reconciliation of financial funds and maintaining accurate financial records.

The post holder will be responsible for strategic oversight, keeping abreast of all changes likely to affect the service now and in the future; including the operational planning, designing, implementing and reviewing new services and day to day management of these, for the PCN.

The post holder will be responsible for the development, management and maintenance of systems and processes to ensure the PCN operates at the highest level of performance and accountability.

MAIN DUTIES AND RESPONSIBILITIES



The post holder will:

- a. Be the first point of contact for the PCN board members with regard to delivery of PCN projects/schemes.
- b. Analyse service specification, performance indicators and data collection requirements to inform design for new PCN services
- c. Develop job descriptions, person specifications and selection and recruitment activities for new services (if required) to ensure the correct interpretation of the PCNs requirements have been understood
- d. Support service delivery by being the conduit between the service provider and the PCN and its member practices, thereby ensuring integration of the new service staff into existing teams and working processes
- e. Develop metrics and other arrangements to support the subcontracting of services and subsequent contract management
- f. Be responsible for the management of operational processes of the PCN and for the development of Standard Operating Procedures for PCN services
- g. Manage financial requirements on behalf of the PCN
- h. Co-ordinate training and development of PCN clinical/administrative staff
- i. Support recruitment, induction and training of new PCN staff
- j. Co-ordinate HR Management of PCN staff, including managing appraisals and Personal Development Plans
- k. Collate feedback / analysis data on behalf of the PCN to report to the CCG and other organisations as required
- l. Manage the workflow processes in relation to the above
- m. Help develop joint working and relationships across networks and its stakeholders.
- n. Maintain relationships across all core member Practices
- o. Build external relationships and identify opportunities to work with wider system partners
- p. Drive continuous improvement across the PCN
- q. Develop and maintain all PCN databases and policies
- r. Develop and maintain social media platforms for the PCN
- s. Carry out any other duties as may reasonably be required by the Clinical Director, PCN Board and its members.

This job description and the above areas of responsibility are an indication of the role and could be subject to change.

Confidentiality

All staff are required to respect the confidentiality of all PCN business and the business of the PCN's staff, residents, patients and general public which they may learn in the execution of their duties.

Data Protection

All staff are expected to adhere to the regulations regarding the Data Protection Act 1984 and 2018.

Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- 1) To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- 2) To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- 3) Maintain adequate levels of physical fitness to ensure that manual handling procedures can be carried out safely and effectively

Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

No Smoking

In order to protect the health of employees, patients and visitors, Haywards Heath PCN operates a No Smoking Policy. Therefore smoking is prohibited in all practice buildings and grounds.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management

To have a commitment to identifying and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Professional Registration

All qualified / professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professionally registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures

The post holder is expected to comply with all relevant PCN policies, procedures and guidelines.

Review of Job Description/Person Specification

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required of you commensurate with your grade and/or hours of work at your place of work.