



Job Description

Job Title:	Practice Manager
Grade:	EO / Pay Band 13
Division:	Prison Healthcare Service Integrated Primary and Community Care Group
Responsible to:	Business Manager for Community Health Services
Responsible for:	Administration Team (1 AO)

Overview

Prison healthcare provision is based around a model of care specifically aimed at delivering primary and community health care within the prison setting. The role of the Practice Manager is to support prison healthcare staff in line with best practice, service specification, Standard Operating Procedures and Manx Care policies.

The role involves providing a service to enable the clinical staff to deliver an effective service for patients. The key function of the role is to deliver efficient administrative support which includes staffing and budgetary oversight. The overall aim of the service is to improve the physical health and wellbeing of prisoners during their time in prison.

CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The purpose of this role is to provide managerial support to the Prison Health Care Service and be responsible for managing all non-clinical aspects within the service to achieve excellent patient care through monitoring quality, safety and efficiency of services alongside performance and productivity. This will include the day to day running of the service, clinical and administrative rota oversight, and being part of the leadership team within the service, which means being accountable for service delivery. The post holder will be actively involved in the recruitment of new staff within the prison healthcare service. This post holder must be reliable and resilient with the ability to work autonomously as well as being a great team player and able to operate in a collaborative manner.

Duties and Responsibilities

Prison Healthcare Service

- ♥ Line management of the administrative staff
- ♥ To manage day to day running of the service alongside the prison healthcare leadership team
- ♥ Regularly update service delivery plans and Standard Operating Procedures
- ♥ To ensure the smooth operation of the service through implementation of effective workplace procedures
- ♥ Identify issues with service delivery flagging concerns as necessary in a timely fashion
- ♥ Attendance at weekly/monthly meetings, either chairing meetings, taking notes and devising communication to staff following each meeting. To chair and lead on staff /triumvirate meetings and deputise for HEO where necessary. Delegation of appropriate workload to administrative staff
- ♥ Provide regular reports on service delivery and productivity in order for the leadership team to manage the service and to be accountable to the wider Care Group
- ♥ Authorisation of invoices as appropriate, ensuring items are paid in time and recorded on the budget sheet.
- ♥ To ensure policies/ procedures and patient information are kept up to date
- ♥ To provide support to lead nurse / cover when on annual leave for day to day tasks such as staffing etc.
- ♥ Liaise with in-reach services, organisation of the clinics / outpatient visits to Noble's and liaise with prison staff to coordinate transport arrangements effectively.

Line Management Responsibility and Performance

- ♥ Take a proactive approach in ensuring all staff under post holder's management (including post holder themselves), are up to date with mandatory training and training records are kept up to date, ensuring staff are allocated time for relevant training courses
- ♥ Take responsibility for ensuring the mandatory training for prison health care staff is complied with and recorded on the relevant training spreadsheet, taking a pro-active approach to ensure staff are reminded as course come up for renewal. To notifying the leadership team of any non-compliance.
- ♥ Provide leadership, direction, support, mentoring, training, developing and motivating of staff.
- ♥ Line management of 1 AO
- ♥ Undertake 1-2-1 recorded supervision sessions with staff, feedback to staff on their individual as well as the overall team performance, putting in place any necessary action plans and support required
- ♥ To ensure all staff and self-have a current and SMART PDP in place and the PDP is monitored throughout the year ensuring that each year the PDRs are signed off by April and new PDPs are in place by May each year.
- ♥ Review and update JD for staff members as part of the PDR process and in accordance with service requirements
- ♥ Identifying training needs for staff and self, ensuring appropriate training of staff, mentoring or assigning a mentor as required

- ♥ Responsibility for recruitment process for administrative grade staff within the section. Actively engage with other recruitment requirements within the service as and when needed.
- ♥ To monitor attendance at work and manage absence in terms of sickness/annual leave/flexi well for self and team, addressing any attendance issues in a timely fashion as required.
- ♥ To monitor flexi-time and ensure that the system allows flexibility but it is used or business need and not as an accrual system for additional leave
- ♥ To ensure Key Performance Indicators (KPI's) for the service are met and reported on a quarterly basis
- ♥ To report on service waiting lists and times on a monthly basis and to ensure systems for data capture are kept up to date and are completed accurately.

Organisational:

- ♥ Convene meetings, prepare agendas and ensure distribution of minutes as necessary.
- ♥ Develop SOP's and processes specific to area of work
- ♥ Responsible for running of reports on a monthly basis and any ad hoc requests
- ♥ To assist the HEO to ensure service delivery is met
- ♥ Liaise with Business Manager to ensure services are provided in a cost effective and efficient manner.
- ♥ Any additional tasks at the request of the Business Manager or the leadership team.

Confidentiality:

- ♥ In the course of your duties you may have access to confidential material about patients, members of staff. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the GDPR and LED Implementing Regulations 2018.

Safeguarding:

- ♥ It is the duty of all employees to comply with safeguarding legislation and to keep updated with safeguarding training relevant to job role.

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the organisation in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Care Group and the work that it seeks to achieve.

The job holder reports to the Business Manager for Community Services (HEO)

The Practice Manager, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- ♥ Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- ♥ Review and assessment of the job holder's performance and competency/behaviours is made, and
- ♥ Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level B
Communicating and Influencing	Level C
Achieving Results	Level B
Delivering a Quality Service	Level B
Changing and Learning	Level B
Showing Commitment and Resilience	Level C



**Manx Care
Person Specification**

Job Title:	Practice Manager
Board:	Manx Care
Care Group:	Integrated Primary and Community Care Group
Grade:	EO / Pay Band 13

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility <ul style="list-style-type: none"> Minimum of 5 GCSEs above 'C', two of which should be in Mathematics and English Hold or be willing to work towards a recognised management qualification (i.e. ILM) within 18 months of commencing the role 	D	CV
	E	CV/Interview
Capability <ul style="list-style-type: none"> Experience and knowledge of EMIS Practice Management Experience Project Management Experience Experience of working with budgets and financial data Experience in creating and analysing reports and audits 	D	CV/Interview
	D	CV/Interview
	D	CV/Interview
	D	CV/Interview
Character / Attributes <ul style="list-style-type: none"> Good organisational skills Interpersonal and communication skills Analytical and organised approach to administration Ability to develop and sustain good working relationships with colleagues and contractors Enthusiastic and self-motivated Ability to set and reassess priorities for self and staff Flexibility to react to changing priorities Ability to work to a high degree of accuracy and attention to detail Ability to work to strict deadlines 	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
	E	CV/Interview
CARE <ul style="list-style-type: none"> Committed, motivated and driven to deliver quality services and achieve results. 	E	Interview



<ul style="list-style-type: none"> • Appreciation of the challenges that come with working in a highly confidential environment showing integrity at all times • Excellent interpersonal skills, respectful and professional approach with colleagues and patients • Innovative and proactive approach, with a solution orientated approach and the tenacity to solve problems to achieve excellent outcomes 	E	Interview
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> • Isle of Man Worker • Full, valid Driving Licence • Satisfactory Police Checks 	D D E	Application CV/Interview Pre-employment Checks