



JOB DESCRIPTION

Job Title	Service Manager
Location	As outlined in contract of employment
Reports To	Director of NHS Services
Hours	Up to 40 hours a week

JOB SUMMARY

As Service Manager, the post holder will play a vital role in ensuring the smooth running of the day-to-day operations of our patient services business.

Utilising their in-depth Urgent Care knowledge, they are aware of and anticipate legislative and operating developments with a view to translating these into tangible business deliverables. The Service Manager is responsible for ensuring that effective methods are put into place in order for their service(s) to operate efficiently, delivering high quality care to patients and clients. As with all managers within the group, the Service Manager is expected to harness a working environment which encourages team work, energy and creativity. To achieve this, they have strong leadership and excellent problem-solving skills along with good communication skills. They add demonstrable business value, creating new lines of service, reflecting national and regional needs, in line with those of the sector.

The Service Manager possesses the necessary leadership and management skills to guide and develop the Service plan to meet future business needs.

The post holder will support OnePrimaryCare to achieve our vision and values:

- Putting people first
- Working together
- A better future

KEY WORKING RELATIONSHIPS SUMMARY

Director of NHS Services

The Service Manager directly reports to the Director of NHS Services for general line management concerns such as absence, appraisal, annual leave and performance related issues. The Service Manager will liaise with the Director of NHS Services in order to identify, build and maintain strategic relationships within their health care economy to support business growth including CCGs, LATs, LMCs and key service stakeholders.

Clinical Service Manager

The Service Manager will seek support from the Clinical Service Manager in relation to professional support for the clinical workforce within their service(s). This may include support in relation to productivity, clinical supervision and leadership.



Head of finance

The Service Manager will work closely with the Head of Finance to ensure that their service(s) are financially viable and sustainable, operating within the agreed financial framework and maximising revenue opportunities.

JOB RESPONSIBILITIES

The Service Manager will;

- Provide quality leadership and support to the other key members of their Local Management Team(s)
- Support and work closely with the marketing team to ensure our marketing strategy is effectively deployed and enquiries are monitored and turned into revenue streams
- Develop and maintain sound, positive and effective relationships with all key stakeholders who may come in contact with our services, whilst promoting our services within the local community, developing new contacts, and building new relationships
- Deliver business growth using existing OnePrimaryCare sites as 'hubs' for new services, and extending the group offering in the locality
- Ensure key performance indicators are met for their service(s), pro-actively anticipating and highlighting any operating issues and deploying appropriate and timely strategies to resolve
- Fully engage with the budgetary setting process and will be responsible for the financial performance of their service(s), working alongside the Commercial Finance Manager to deliver viable and sustainable services
- Have financial responsibility for the service(s) including performance against budget and cash flow
- Deliver regulatory compliance and review any audit or inspection reports and recommendations ensuring compliance with all statutory regulatory bodies and company policies and procedures, responding to and acting upon any recommendations from the CQC.

Exemplary customer service and patient satisfaction is crucial and the post holder will ensure the very highest standards of care are provided for our patients, providing an environment where they are engaged with, cared for, and their privacy and dignity maintained at all times.

The Service Manager will support special projects, identifying and developing opportunities for new and existing services working with the Business Development Team.

Clinical Governance

- Review and respond to all Incident Reports and raise any clinical concerns with the Director of NHS Services
- Ensure a local lead for Infection Prevention and Control is appointed and appropriately trained at each site
- Ensure a local lead for Safeguarding of Adult and Children is appointed and



appropriately trained at each site

- Ensure mandatory training (clinical and systems) for all clinical staff.

Contract Adherence

- Ensure the relevant clinical procedures and systems are in place to enable all clinical KPIs to be met
- Ensure mandatory training (clinical and systems) for all clinical staff.

Business Development

- Work with the Business Development team to support the implementation of the commissioning strategy across the business. This includes building strategic relationships within the local healthcare economy
- Provide input into any new service procurement bids/service development and subsequent implementation
- Build relationships with local health professionals, organisations and any other relevant stakeholders
- Be an ambassador for OnePrimaryCare
- To have a pro-active awareness of current trends and developments within the NHS and the wider healthcare community, to anticipate and plan for future initiatives, and to work with partners and management team on the formulation of a business plan for all aspects of the Service.

Competencies

- Actively supports Integrated Governance
- Acts as a mentor for other staff requiring mentoring throughout their induction to the group
- Supports audit process on monthly basis within the region
- Builds long lasting and effective relationships within the local healthcare economy
- Acts as an ambassador for the group
- Works productively in a high pressured environment
- Writes clearly, succinctly and correctly
- Adapts to the team and builds team spirit
- Embraces the OnePrimaryCare Values in day to day work
- Proactively seeks to develop professional
- Operates within the agreed guidelines and requirements of both OnePrimaryCare and the local health economy (including referral, prescribing)
- Understands NHS process/systems
- Strong communication skills. The ability to build relationships at all levels
- Highly motivated and enthusiastic with a 'can do' attitude
- A 'self-starter' with the ability to plan and organise workload effectively
- Creative, flexible and able to work in a time pressured environment
- Excellent attention to detail
- Strong computer literacy.



Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

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

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with OnePrimaryCare procedures and policies and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Quality

The post-holder will strive to improve and maintain quality, 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.

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Service Health & Safety Policy, to include:-

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Confidentiality

- 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, OnePrimaryCare staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential



- The post holder will be required to adhere to their confidentiality agreement at all times.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.