

## Practice Manager

### Main Purpose

#### Job summary

Ensure the efficient day to day management of the practice. To lead, manage and coordinate all aspects of organisation functionality, motivating and managing staff, optimising efficiency and performance, ensuring the organisation achieves its long-term strategic objectives in a safe and effective working environment. The Practice Manager, is responsible for overseeing the clinical side of the business ensuring that clinics run smoothly with a key strategic responsibility of ensuring that the business meets the NHS contract within the designated financial year, including any agreed non recurrent funded work.

The Practice Manager ensures that members of staff are well organised, professional and able to provide patients with a high quality of care. The Practice Manager will schedule and chair staff meetings to ensure that operational guidelines are established and followed. They may also provide administration and reception support in addition to providing clinical nursing support to the Orthodontists.

### Duties and Responsibilities

The following are the core responsibilities of the Practice Managers role. This job description is not exhaustive and there may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels. It will be developed periodically as the local healthcare environment changes.

Broadly the Practice Manager is responsible for:

- Developing and supporting the strategic vision of the practice
- The strategic approach in managing and improving patient services
- Managing practice staff
- IT and communications

### Responsibilities

- Overseeing the day-to-day operations of the organisation, ensuring staff achieve their primary responsibilities.
- Monitor NHS contracts ensuring compliance and targets are met. Ensure that NHS contract work is reported and completed in a timely manner including any agreed non recurrent funding work.
- Integration of the clinical and administrative aspects of the development of the business in line with the strategic future plan of the business.
- Functional management of all clinical and administrative staff, with direct line management of the Receptionists and Practice Nurses.
- Liaise with sales and suppliers representatives as necessary. Ensure that there is an efficient stock control and supply procedure.
- Coordinating the reviewing and updating of all organisation policies and procedures, including developing, implementing and embedding an efficient Practice continuity plan.
- Leading change and continuous improvement initiatives; coordinating all projects within the organisation

- Ensuring, as CQC Registered Manager the organisation maintains compliance with its NHS contractual and CQC obligations
- Actively encouraging and promoting the use of patient online services
- Act as the key liaison with the NHS patient services and foster and maintain good working relationships with NHS commissioners and the local dental network.
- Managing the organisation IT system, delegating staff to act as administrators, ensuring compliance with IT security is maintained at all times.
- Ensuring the maintenance contracts for all machinery and IT are up to date and annual servicing of machinery is carried out in line with regulatory requirements.
- Liaising at internal and external meetings as required.
- Provide clinical Nursing support as and when required.
- Data Protection Officer.

## **Patients**

- Adopting a strategic approach to the management of all patient services matters.
- Ensure the efficient operation of the patient recall system
- Ensure the operation of the practice complaints procedure. Supporting the management of all complaints in line with current legislation and guidance
- Deal with patient queries which cannot be dealt with by other team members

## **Personnel**

The strategic HR issues are overseen by the Business Manager. The day to day running of the practice and any HR issues are dealt with by the Practice Manager.

- Take line management responsibility for Receptionists and Dental Nurses
- Responsible for motivation of staff and objective setting.
- Lead and implement effective staff induction and training. Ensuring all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively
- Keep and monitor staff records particularly with regard to sickness and absence and annual leave.
- Managing the retention of staff; develop, implement and embed an effective succession plan.
- Ensure all staff have clear responsibilities and accountability to include annual appraisal and review.
- Arrange and attend refresher and update training for medical emergencies and CPR for all staff

## **Finance**

Strategic Finance including invoices and bank reconciliation are overseen by the Business Manager.

- Administrator for V12 finance applications.

## **Administration**

- Support the Practice in their administration and reception function.
- Establish and use effective methods to review and improve administration systems.
- Create working schedule for all staff to ensure adequate cover is available.
- Oversee the management of stock of drugs, stationery, and office equipment.
- Keep records in accordance with the Practice's record retention schedule and data protection law, always ensuring information security and confidentiality.
- Provide administrative support for the Practice Owner by completing the DSPT, QAS, Deputy RPS for Radiography compliance.
- Annual submission to apply for renewal of the BDA Good Practice Scheme.

- Responsible for submitting NHS financial edi claims using Orthotrac and Compass.

### **Equipment and Health and Safety**

- The management of the premises, including health and safety aspects such as risk assessments and mandatory training.
- Ensuring that the practice meets legal, health and safety and other regulatory guidelines including adequate insurance cover.
- Ensure practice compliance with health and safety requirements
- Organising building maintenance and cleaning services. Ensure that practice equipment is serviced and maintained.
- Managing contracts for services i.e., cleaning, window cleaning etc. and manage procurement of such supplies and services.

### **In addition to the above all Shrewsbury Orthodontic Centre staff are required to:**

- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Adhere to policies and procedures, including Equality and Diversity and Health and Safety
- Ensure positive effective working relationships with the Practice team and patients.
- Work at other practice locations from time to time if, and when required in future.

The duties may be varied to meet the changing demands of the Practice at the reasonable discretion of the Practice Owner. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out above.

This Practice is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. A Disclosure and Barring Service (DBS) check will be undertaken prior to the postholder being appointed.

**Note:** The Practice is a designated no smoking workplace. There is an expectation that staff maintain a professional dress code, wearing uniform and suitable footwear.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Practice Manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Practice Owner. This job description may be amended at any time in consultation with the postholder.

## Practice Manager Person Specification

| CRITERIA                           | QUALITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ESSENTIAL (E)<br>DESIRABLE (D)                                                                                       |
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| <b>Qualifications and training</b> | <ul style="list-style-type: none"> <li>• Good standard of education with excellent literacy and numeracy skills</li> <li>• A qualified Dental Nurse with additional Orthodontic nursing qualifications</li> <li>• Proven track record in Practice administration</li> <li>• IT proficient with a good working knowledge of MS office applications</li> <li>• Educated to degree level in healthcare or Practice Management</li> <li>• Leadership and/or management qualification.</li> <li>• First Aid at Work qualification</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>                                                       |
| <b>Experience</b>                  | <ul style="list-style-type: none"> <li>• Minimum of 5 years' experience of working as a Senior Dental Nurse in a Dental or Orthodontic NHS/primary care setting</li> <li>• Experience of working in a busy organisation and dealing with confidential matters.</li> <li>• Experience of working with the general public</li> <li>• Experience of working in a healthcare setting</li> <li>• Experience of working within a senior leadership team</li> <li>• Interpersonal – common courtesy and tact, confidentiality, sense of humour, working in close proximity to others and inspiring and motivating others.</li> <li>• Experience in administrative support in an NHS setting</li> <li>• Prioritising and planning varied tasks and activities include managing a complex workload under pressure and meeting tight deadlines.</li> <li>• Identifying and highlighting resource issues to management</li> <li>• Delivering objectives in an effective way, minimizing waste.</li> <li>• Experience of the development of new systems and processes.</li> <li>• Evidence of working as a member of a team in an environment which included taking initiative and self-motivation.</li> <li>• Advanced clinical systems user</li> </ul> | <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> |

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| <b>Skills and knowledge</b> | <p>The Practice Manager will be flexible, a good team worker, able to work independently with excellent communication and interpersonal skills.</p> <ul style="list-style-type: none"> <li>• A qualified Dental Nurse - Fully conversant with dental and orthodontic working practices</li> <li>• Strong communication skills</li> <li>• Team management skills</li> <li>• Knowledge of dental healthcare principles</li> <li>• Conflict management skills</li> <li>• Excellent attention to detail and thoroughness</li> <li>• Ability to communicate a vision and inspire others.</li> <li>• Ability to build effective working relationships with staff and other stakeholders.</li> <li>• Understanding of data protection and confidentiality</li> <li>• Extensive and demonstrable knowledge of legislation including extensive experience of Practice's policy and governance and the development of policy and practice</li> <li>• Knowledge of the staff profile and functions within the Practice</li> <li>• Excellent interpersonal and communication skills - able to build strong working relationships with staff and patients.</li> <li>• Well-developed planning and organisational skills</li> <li>• Proficient ICT skills</li> <li>• Able to assist and coach others.</li> <li>• Able to prioritise work and to meet and manage work to tight deadlines.</li> <li>• Knowledge and use of Orthotrac software system or similar dental software system</li> <li>• Knowledge of CQC and HTM01-05 Standards &amp; Compliance</li> <li>• Ability to write policies and compliance with regards to practice management and clinical governance</li> </ul> | <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> |
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| <b>Personal Qualities</b> | <ul style="list-style-type: none"> <li>• Commitment to promoting the ethos and values of the Practice and getting the best outcomes for all patients.</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the reputation of the Practice.</li> <li>• Ability to work under pressure and prioritise effectively.</li> <li>• Commitment to maintaining confidentiality at all times.</li> <li>• Commitment to safeguarding and equality.</li> <li>• Embraces change well. Ability to drive and deliver change effectively</li> <li>• Deals with difficult situations effectively</li> <li>• Demonstrate personal resilience and strong personal organisation and time management.</li> <li>• Demonstrate willingness to challenge and be challenged.</li> <li>• Interpersonal – Excellent interpersonal skills, demonstrate common courtesy and tact, confidentiality, sense of humour, working in close proximity to others.</li> <li>• Develop good relationships with others by behaving with integrity, treating people with respect and leading by example.</li> <li>• Promotes diversity and equality of opportunity.</li> <li>• Self-motivated and the ability to motivate others.</li> <li>• Demonstrate a commitment to personal development in self and others.</li> <li>• Polite and confident</li> <li>• Flexible and cooperative</li> <li>• Motivated and proactive</li> <li>• Ability to use initiative and judgement</li> <li>• Sensitive and empathetic in distressing situations</li> <li>• Ability to work under pressure</li> <li>• Confident, assertive and resilient</li> <li>• Flexibility to work within their contracted hours and attend practice meetings when required.</li> <li>• Be available to be contacted at mutually agreed times.</li> </ul> | <b>ALL ESSENTIAL QUALITIES</b> |
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