**Claypath and University
Primary Care Network**

**Job Description
Primary Care Network Development Manager**

Hours of duty: Full-time/Part-time

Responsible to: Clinical Director, Claypath and University PCN

Line Manager: Practice Manager, Claypath and University Medical Group

Employer: Claypath and University Medical Group

Pay: Salary negotiable depending on experience

**Job Summary:**
- To play a pivotal role in the delivery of high quality primary health care for patients
 registered with the Claypath and University Medical Group, the sole general
 practice in the Claypath and University PCN;

- To identify and act on opportunities to innovatively develop primary care services;

- To support the PCN Board, PCN Clinical Director, and Practice Manager, to ensure the
 smooth running of the Network;

- To be responsible for the production of performance and quality reports within the
 Network, including business case development plans;

- To work with the PCN Clinical Director and Board in developing strategic and
 operational planning processes to support the PCN’s objectives.

- To assist in the development of PCN strategy and project manage service
 improvement;

- To ensure the PCN’s compliance with GDPR and FOI, along with other relevant
 legislation and professional information management standards such as GMC/BMA
 and LMC guidance;

- To represent the Claypath and University PCN in cross organisational meetings e.g.
 locality/CCG/PCN.
*This job description is an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by the Clinical Director and PCN Board members. The following areas of responsibility are an indication of the role, but could be subject to change as the impact of PCN commissioning evolves.*

**Primary Duties and Areas of Responsibility

Key Responsibilities and Duties:**The PCN Development Manager’s areas of responsibility include:

- First point of contact for delivery of Claypath and University PCN’s projects and
 schemes.
- Manage contractual requirements on behalf of Claypath and University PCN.
- Coordinate training and development of PCN clinical and administrative staff.
- Coordinate the delivery of enhanced services and other service submissions on
 behalf of the Network.
- Support recruitment, induction and training of new PCN staff.
- Collate feedback/analysis data on behalf of the Network to report to the CCG and
 other organisations as required.
- To manage the workflow processes in relation to the above.
- Take notes of meetings and circulate in a timely manner within the Network.

**Organisational:**The remit of this role is broad and evolving and will require attention to detail in the delivery of high quality day to day operations:

- Ensure Claypath and University PCN has a Business Continuity Policy that is updated
 and that everyone is kept fully aware.
- Work with the PCN Clinical Director and Board in developing strategic and operational
 planning processes to support the PCN’s objectives.
- Support the PCN Clinical Director and Board in writing of business and development
 plans as required.
- Coordinate meetings for PCN working i.e. monthly Board meetings and ad hoc
 project meetings as required.
- Identify and record risks and issues, developing contingency plans with service and
 contract leads.
- Ensure all relevant national strategies, policies, targets and frameworks are fully
 implemented.
- Ensure compliance with health and safety policies and procedures to reflect current
 best practice and ensure all staff, contractors, workers and members of the general
 public discharge them effectively.
- Support the recruitment, induction and training of new and existing staff groups.
- Drive issues through to resolution, acting as a point of expertise.
**Finance:**- to work alongside the Practice Manager within the Network to set up new financial
 systems to support the PCN.
- To monitor and check the accuracy of submissions for Enhanced Services delivered
 by the PCN, contractual requirements on behalf of the PCN, and ensure that all
 claims are submitted on a monthly and quarterly basis.
- Ensure that the PCNs physical and financial resources are managed and maintained
 for maximum effectiveness through:
 *- ensuring financial risks are recognised and appropriate action taken;
 - monitoring expenditure and identifying significant deviations from plan;
 - planning and monitoring income and cash flow to ensure that income is
 maximised and that funds are available as required;
 - ensuring all claims are submitted in good time and payment made and received;
 - ensuring the practice’s allocation of resources is fair and equitable.*- Present financial plans, monitoring information and reports to the PCN as required.
- Ensure financial risks are recognised and appropriate action taken.

**IM&T:**- Ensure Claypath and University PCN is compliant with GDPR and FOI along with
 other relevant legislation and professional information management standards such
 as GMC/BMA and LMC guidance.
- To oversee the administration of the PCN.
- To ensure the integrity of the system working with the CCG to implement their
 guidance.

**Strategy and Leadership**:
- Clarify objectives and priorities for PCN delivery in line with operational realities,
 financial parameters and contract requirements.
- Research and apply evidence from national policy, guidance and benchmarking that
 will influence the planning and delivery of PCN priorities.
- Ensure proactive stakeholder management occurs including frontline staff, team,
 service, organisation, senior leaders, external bodies.
- Provide and build upon key performance management data, as appropriate.

**Development and change:**- Support and champion the development of good quality PCN plans that deliver
 relevant change and improvement projects which can be both measured and
 evaluated.
- Oversee a programme of audits and surveys that support and evidence measures
 of improvement.
- Identify and develop appropriate tools and measures of improvement to support
 effective change e.g. performance frameworks, population health data, outcome
 measures.

**Welfare:**- Organise PCN events e.g. Educational/Network wide
**Relationship Management:**- Manage and maintain credibility with all key contacts within the PCN, to foster a
 culture of collaboration, and promote inter-service learning to derive continuous
 improvement.
- To work as a flexible member of the PCN providing support to other team members
 when necessary.
- To take an active role in the development and embedding of the PCN’s culture,
 values and reputation as a provider of high quality services.
- Encourage supporting staff to collaborate through sharing information and
 intelligence across different activities.
- Build good relationships with all stakeholders involved in the PCN.
- Develop and deliver a PCN communication strategy.
- Represent the PCN at meetings, in the community.
- Listen and act on staff feedback from the frontline to build staff trust by adopting a
 proactive, facilitative approach.
- Provide coaching and support to staff and stakeholders involved in PCN
 transformation and development.

**Other:**
Undertake any other appropriate duties negotiated between the post holder and line manager.

The duties of the post holder may change over time and develop to meet PCN requirements. The job description will be amended after consultation with the post holder and in relation to the individual’s appraisal.

**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 practice 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-judgemental
 and respects their circumstances, feelings, priorities and rights.

**Personal/Professional Development:**The postholder will participate in any training programme implemented by the PCN as part of this employment, such training to include:
- participation in an annual individual performance review, including taking
 responsibility for maintain a record of own personal and/or professional development;
- taking responsibility for own development, learning and performance and
 demonstrating skill and activities to others who are undertaking similar work;
- training may need to be undertaken outside of normal practice hours, and off-site.

**Quality and Governance:**The post holder will strive to maintain quality within the PCN, 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;
- work effectively with individuals in other agencies;
- effectively manage own time, workload and resources;
- ensure that the PCN Board and Clinical Director adhere to the governance structure
 as set out in the National Agreement.

**Communication:**The PCN Development Manager will ensure effective communication is maintained within the Claypath and University PCN and with all stakeholders outside the network.

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**Primary Care Network Development Manager : Person Specification:**

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|  | **Essential** | **Desirable** |
| **Qualifications/Attainments** | * Degree or similar qualification or sufficient relevant experience at an equivalent level to the role.
 | * Masters level qualification in Management
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| **Experience and Skills** | * Knowledge and experience of working in primary or secondary care.
* Build strong personal relationships and have effective formal and informal networks.
* Report writing and providing assurance.
* Monitoring individuals and teams.
* Business case development.
* Converting strategy into practical delivery.
* Project management.
* Excellent interpersonal skills.
* Literate and a good all round communicator.
* IT and keyboard and social media skills.
* Good negotiation skills.
* Budget management experience.
* Analytical and problem-solving skills
 | * Previous experience of working in general practice at senior level.
* Previous experience of leading change management projects.
* Working with multi-disciplinary health teams.
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| **Special attributes and knowledge** | * Understanding of the health care system in relation to commissioners.
* Demonstrates a high level of integrity.
 | * Understanding and experience of working the health and care system, current network configuration and future requirements.
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| **Others** | * Ability to use own initiative, follow tasks through and work with a high level of autonomy.
* Be responsive and agile, adapting to a rapidly changing environment.
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| **Circumstances** | * Ability to work flexibly (including some work outside usual hours).
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**/GPB
20 August, 2020**