

# Central Slough Network (CSN)

Crosby House Surgery, Dr Sharma's Surgery, Herschel Medical Centre, Manor Park Medical Centre, Shree Ji Medical Centre

<b>Job Title:</b>	<b>PCN JUNIOR MANAGER</b>
<b>Responsible To:</b>	Lead Clinical Pharmacist/ Clinical Director
<b>Hours</b>	Part-time time- 15 hours/per week 5 days a week, Monday – Friday.
<b>Salary</b>	£30,000/ pro rata /per annum based on 37.5 hours per week Inclusion to the NHS pension scheme.
<b>Location</b>	The post holder will be based in Slough and will be required to work at any CSN practice in Slough throughout the duration of the contract.
<b>Job Type</b>	Permanent
<b>Job Purpose:</b>	To be part of the practice team and support the delivery of Primary Care Network's ambitions to the highest quality and safety. Be the key member of the CSN practices in ensuring day to day operations; developing, organising and managing the day to day delivery of services to our PCN workforce. The post holder will implement agreed policies to ensure the quality and efficiency of the services we deliver.

## CORE DUTIES AND AREAS OF RESPONSIBILITIES

- To implement practice policies and procedures, and updating existing policies/protocols as agreed.
- To ensure all members of the PCN team are aware of and adhere to these policies and procedures to ensure the delivery of high-quality patient services
- To implement the practice confidentiality policy and ensure training for all staff is included as part of their induction and that regular updates take place.
- To undertake the day to day management of PCN workforce.
- Working closely with the GP lead to maintain the timetabling arrangements for all clinical appointments.
- timely production of rotas for non- clinical, clinical and attached staff working at the practice
- Adjust clinical rota to cover sickness with input from others including CSN members.
- ensuring that all appointments are available for booking ensuring that there are sufficient numbers of appointments available at all times, and making arrangements for cover when any clinical staff are absent
- ensuring that the duty practitioners rota is maintained and that there is sufficient cover for urgent problems, home visits and late surgeries managing the rotas required
- To produce patient information leaflets and posters
- Compile various statistical information from Practice sources as required.
  
- To regularly monitor the skills mix and deployment of staff within the PCN teams.
- To arrange and record holiday absences for all staff and organise appropriate holiday cover for staff.
- To run, with the support of the HR Lead, PCN Clinical Director on the recruitment and retention of the PCN staff.

**Please note:** This job description is not exhaustive and may be adjusted periodically after review and consultation.

You will also be expected to carry out any reasonable duties, which may be requested from time-to-time.

**PERSON SPECIFICATION  
JUNIOR MANAGER**

The post holder needs to be able to demonstrate the following core competencies to a high level and use these to the full in their work. We will look for evidence of all the essential competencies during the selection process.

**Person Specification**

**Essential**

**Education & Qualification**

- Degree level/equivalent experience

**Knowledge & Experience**

- Previous experience within General Practice, NHS or Healthcare environment.
- Experience of working and engaging with a variety of senior staff.
- A minimum of 2 years' experience across one or more of the following areas:
  - Customer services
  - PR
- Effective leadership of people and resources.
- Innovative solutions to identified areas needing improvement.
- Detail-oriented work habits and strong organizational behaviours.
- Flexibility to meet the fast pace and demands of working with many different types of people and situations.
- Excellent Knowledge of Microsoft Excel and Word.

**Skills & Abilities**

- Excellent communication skills.
- Ability to work alone and under pressure.
- Excellent consultation skills
- Highly motivated
- Ability to work as part of a team and under own supervision.
- Excellent timekeeping.

**Attributes**

- Presentable in personal appearance.
- Approachability to staff and customers.
- Good level of self-motivation.
- Outwardly enthusiastic and confident.
- Show a flexible approach to work.

### **Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions

### **Confidentiality requirements**

Given the work environment where patient data is accessible by staff, the post-holder must observe strict confidentiality when accessing patient data. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with practice policies on confidentiality and the protection of personal and sensitive data.

### **Health and Safety**

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

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

### **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-judgmental and respects their circumstances, feelings priorities and rights

This job description is intended to be part of an agreement for employment, however, it will be reviewed periodically, and the post holders will be invited to contribute to the review.

Last reviewed in March 2020.

## Information for Applicants

### What is a Primary Care Network (PCN)?

Primary Care Networks (PCNs) build on the core of current primary care services and enable the greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively care for the people and communities they serve. Where emerging primary care networks are in place in parts of the country, there are clear benefits for patients and clinicians.

### East Berkshire Primary Care Networks

Primary Care Networks across Frimley Health and Care have been established since July 2019. Primary Care Networks will support groups of practices to come together locally, in partnership with community services, social care and other providers of health and care services. There are 14 Primary Care Networks across Frimley Health and Care. There are **8 PCNs in East Berkshire CCG**. In their first year, Primary Care Networks will focus on establishing their foundations, including developing a wider set of roles to support care needs and closer working with other local partners.

#### Central Slough Network (CSN)

Central Slough Network is one of the 8 PCNs in East Berkshire CCG, Central Slough Network is the biggest network in Slough locality with population size of **49,232** registered patients.

**5** Slough General Practices have come together to set up Central Slough Network:

1. **Crosby House Surgery**
2. **Dr Sharma's Surgery**
3. **Herschel Medical Centre**
4. **Manor Park Medical Centre**
5. **Shree Ji Medical Centre**

**Dr Raj Bhargava** is the Clinical Director .If you require any further information about this role or PCNs please contact **CSN Programme Manager Samreen Aslam Raja** via email: [samreen.raja@nhs.net](mailto:samreen.raja@nhs.net)