



Job Description

Job title:	Patient Services Office Manager
Accountable to:	Practice Manager/ Practice Business Manager
Pay rate :	£13.90 to £15.06
Hours:	34 to 37 hours per week working 4 or 5 days

Job Summary

To manage and deliver the patient services administrative function of the practice. The role would line manage the patient services team ensuring the work of the team is completed efficiently and effectively, leave is managed, and the team is challenged and supported.

The patient services admin team provide administrative support for the practice including secretarial work, patient queries, scanning, coding, social media and patient communications, administrative support for leaders, processing of patient information and support for practice IT. The Patient Services Office Manager will be expected to learn and be able to complete all administrative support functions and effectively ensure that themselves and the team are effective and efficient in delivering all practice administrative support. The patient services office manager will be responsible for patient communication workflow, streamlining systems and giving clear guidance and support to all team members involved.

This role will be provided with mentoring and support from our Business and Practice Managers, and we hope will develop into a future practice leader.

Job Description

The Office Manager is responsible for but is not limited to:

- Working with the Practice and Business Managers of the practice to ensure the patient services team achieve their primary responsibilities delivering all day-to-day administrative duties of the

practice. The post holder will run a regular meeting for this management group creating the agenda and recording outcomes and actions.

- Completing some of the administrative work of the team themselves (scanning, secretarial, patient deductions)
- Line managing the Patient Services Team providing innovation, guidance and direction, support and challenge and absence management Ensuring all workflow is managed effectively.
- Responsibility for the patient communication workflow including allocating workflow and responding to patients as required and seeking innovative ways to create efficiencies in workflow. This will involve liaison with the reception team.
- Completing staff appraisals for the patient services team.
- Identify areas for improvement in workflow of the patient services team and devise solutions to gain efficiencies, creating onward documentation and ensuring review.
- To be responsible for writing media content and ensuring timely delivery of internal and external communications.
- To be responsible for running the management meeting, setting the agenda and writing minutes and recording actions which will enable joined workflow between operational and business streams.
- To ensure delivery of project work and general administration
- To effect change to policy and protocol ensuring effective implementation and communications

This job description is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Practice.

Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Personal/Professional Development

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

- Effectively manage own time, workload and resources
- Making effective use of training to update knowledge and skills
- Participate in any training programme implemented by the Practice as part of this employment

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- 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 careers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- 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 the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & 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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training
- 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 recognizes 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.

Signed

Print Name

Patient Services Office Manager

37 hours

Management of team (including optimise workflow, annual leave, appriasial etc)

Scanning

Secretarial

Deductions

Alerts

Patient workflow management

External and Internal communications management

General Administration

Patient Services administrator

31 hours

Secretarial

Scanning

Insurance reports

Clinical Admin

Communications admin

PPG admin

Admin Support

IT issue support

Patient Service Administrator

8 hours

Scanning

Secretarial

Admin Support

Patient services administrator

19 hours

Clinical Admin

Person Specification
Patient Services Office Manager

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Level 3 or equivalent qualifications eg A levels • GCSE or equivalent Maths and English at grade 4 /C or above 	<ul style="list-style-type: none"> • Degree level qualification • Management qualification
Skills	<ul style="list-style-type: none"> • Excellent communication skills • Calm • Flexible • an ability to take responsibility, work on own initiative and effectively prioritise workload. • Positive ' can do' attitude • Ability to motivate a team • Ability to work in a high-pressure environment • Ability to learn quickly • Highly competent with IT systems • Excellent accuracy and attention to detail 	
Experience	<ul style="list-style-type: none"> • Managing a team • Interpreting and presenting data • Working as part of a multi functional team • Excellent working knowledge of Microsoft packages 	<ul style="list-style-type: none"> • Previous General Practice experience • SystmOne clinical system

	<ul style="list-style-type: none">• Effecting change to drive improvement	
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