

Job title:	Centre Manager
Salary:	£21,282 - £27,672
Accountable to:	Patient Access Manager
Location:	Here, 4th Floor, 177 Preston Road, Brighton

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

JOB ROLE

The Centre Manager is the responsible for the effective day-to-day operational running of the site. They will act as an information resource and give general non-clinical advice to patients and staff as well as other stakeholders in the Service. They are responsible for non-clinical aspects of the site including the coordinating and supporting non clinical colleagues based at the site (including supporting them in identifying and meeting their professional development needs)

The role holder will link into the wider Sussex MSK Partnership Service to ensure that all sites are resourced effectively. The Centre Manager will line manage the administrative staff that work at that site. These could consist of Patient Care Advisors and/or reception staff. As the Partnership is formed of different organisations, the role holder will apply the correct set of policies and procedures depending on the situation.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Creating and adapting new processes and systems.
2. Ensuring that all incidents, complaints and plaudits are reported and handled according to policy and procedure.
3. Support the Pathway Operational Managers and other key staff to effectively manage both clinical and administrative capacity across the service.
4. Sharing learning from both new ways of working and from incidents / complaints with the wider service.
5. Be involved in the recruitment and training of new staff.
6. Ensuring and maintaining data security and patient confidentiality by adhering the policies and procedures.
7. Assist the smooth transition of onward referrals to external providers.

Site Specific Duties

1. Create and maintain an inventory of items that are used at the centre. This will include certain drugs, disposables, stationary supplies and medical appliances.
2. To manage the procurement of the above items within a specified budget. This may require negotiation with suppliers.
3. Review invoices and linking in with the Service Manager to authorize for payment.
4. To be the first point of contact for queries from patients, administrative and clinical staff and other stakeholders in the Partnership.
5. Deal with complex issues as they arise and escalate as necessary.
6. Linking in with external organisations to ensure the cleaning, maintenance and security of the building.
7. Ensure the site adheres to the Care Quality Commission standards, including Infection Control.

Staff and Performance Management

1. To line manage the administrative staff (either Patient Care Advisor or Receptionist) who work within the centre.
2. Ensuring 'one-to-one' meetings take place regularly and an appraisal happen annually.
3. To manage capacity within the centre, including annual leave, to ensure all task are covered.

Key Relationships

- Pathway Operational Managers
- Senior Patient Care Advisors
- Service Manager
- Advanced Practitioners and other clinicians working within the Partnership.
- Quality and Improvement Officer
- Patient Director
- External suppliers / service providers

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Jimmy Smith – Service Manager
Date JD agreed:	12 th April 2018
Brief description of reason for review (if applicable)	Pay reviewed
Version number	2