

Location: Worcester

Reporting to Senior Service Manager

Hours of work: 37.5 hours in and out of hours (incl weekends)

Education/Qualifications:

- Good basic education
- Management qualification

Experience

- Problem solving and troubleshooting experience
- Experience in management performance data on a weekly basis
- Experience in line management of staff
- Good local geographical knowledge and map reading ability

Skills

- Excellent communication and interpersonal skills
- High Level of people management skills
- Compassionate with ability to interact well with team members, patients and healthcare professionals
- Excellent knowledge of basic IT packages incl Word, Excel and PowerPoint
- Have an understanding of the confidential nature of the work
- Ability to work to deadlines and prioritise work load
- Handle difficult situations in a calm, effective and professional manner
- Appropriate use of Microsoft Outlook and NHS Net email accounts to communicate both internally and externally



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Operations Manager (OOH/CAS)

- To supervise the operations of Practice Plus Groups Out of hours and clinical assessment service
- To ensure the highest quality of service delivery for Practice Plus Group patients, whilst maximising resource utilisation.
- To ensure the Out of Hours, PCC and Visiting functions meet all relevant CQC standards
- To actively monitor and report on service performance and work with the Operations leads, Rota Manager, Service Manager and Medical Lead to review any poor performance against KPIs.
- To actively monitor capacity and demand figures within the service and work with the Service Manager to ensure the staffing levels are correct to hit all of our KPIs.
- To monitor and evaluate the performance of staff by means of regular appraisals necessary to provide a quality service.
- To ensure that the team receive ongoing training needs analysis and personal development
- To provide support in the service and 'step-up' during times when other Managers are absence such as annual leave and sickness

What you'll be doing:

- The efficient and accurate delivery of the service in line with internal policies and CQC regulations
- Ensure timely and accurate completion and review of Breach report.
- To assist with the recruitment, selection and training of new Staff including their on-going training.
- Line management of the Operational Leads in line with Practice Plus Group's Human Resources Manager. This will include performing any required HR process namely disciplinary and investigatory meetings, writing reports, performance management, time-keeping, sickness/leave monitoring
- To ensure your teams compliancy checks, annual appraisals and policy audits are complete
- Ensuring the ops leads arrange quarterly team meetings for drivers, receptionists and ops staff and keeping records/actions of these meetings
- Ensuring all ops leads and their teams fully understands the importance of their role in ensuring effective, efficient, caring and positive delivery of service to the patient.
- Accountable for any responsibilities that are allocated to Ops leads and their teams.
- To maintain at least 95% of LMS online training for all staff under your line management and their teams.
- Ensuring all ops lead have their staff rotas completed and all gaps are filled whenever possible, where there are gaps in the rota fill its the operations manager's responsibility to provide the service manager with an effective action plan

Skills continued

- Ability to work effectively alone and as a member of a team
- Able to make decisions under pressure
- Ability to analyse capacity & demand to 95+%
- Flexibility



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Operations Manager (OOH/CAS)

- Identifying the need for new policies and procedures where necessary and discussing with the senior management team
- Run weekly team meeting with the ops leads and one to ones with staff as needed and ensure the teams are doing the same
- Responsible for investigating or delegating where appropriate the operational Datix received in the service. Findings to be reported back to the Service Manager within 2 weeks of a complaint being received. This will also include managing any actions that come out of these complaints.
- To assist in the development, implementation and maintenance of an effective escalation policy within the Site
- Maintain an effective Business Continuity plan across the service and ensuring all staff know what it is and how to follow it.
- General maintenance of the Site ensuring that they always meet service delivery needs.
- Promotion of an environment of patient focus and ongoing quality improvement.
- Problem solving, and trouble-shooting according to the demands of any particular operational situation.
- Ensuring all leads and their teams understand and follow all of the practice plus group policies.
- Promoting a positive work atmosphere within the operational staff both internally and with our partnership companies.
- Working with Quality Manager and Service manager to ensure the CAS/OOH services are CQC compliant at all times
- Undertake any other work commensurate with the grade of the post

Other responsibilities

- Working with other key individuals maintain a safe and clean environment for staff and visitors ensuring compliance with legislation, policies and procedures including health and safety, risk management and incident reporting
- Ensure near misses, incidents and faulty equipment are recorded reported and investigated correctly with learning being disseminated to all

Relationships

- Working relationship with Devon Medical Lead and Management team
- Work closely with Patient Experience Leads and Audit Admin team
- Work closely with CAS partnership organisation

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.