

Job Description

Job Title: Practice Manager

Name:

Responsible to: Business Development Manager

Accountable to: Managing Director

SUMMARY

Purpose of the Job: The Practice Manager is responsible for managing the work of all clinical and non-clinical staff to ensure service delivery in practice and all operational aspects within a specified practice/s to achieve excellent customer service, quality, cost and delivery performance in line with company strategy, goals and values. Provide support and direction to enhance performance, skills and knowledge of practice staff within the practice/s. To work closely with the organisation to deliver quality dental care and service to patients in line with CQC, GDC guidelines, Health & Safety, Employment and any other legislation.

KEY RESPONSIBILITIES

HUMAN RESOURCES/TEAM MANAGEMENT

- Post holder responsible for advertising vacancies, selecting candidates for interview, obtaining references, participating in or conducting interviews as appropriate for all practice staff and payroll of support staff
- Induction of staff and dentists
- Staff development & Training (Nurse & Reception)
- Staff performance management (Nurse & Reception)
- Goal Setting and individual performance appraisals
- Managing absence & sickness of staff and action accordingly
- Monitor staff turnover levels
- Employee Relations & managing conflict
- Managing grievances and disciplinary issues
- Encourage effective teamwork approach across practice/region
- Maintain personnel files including CRBs co-ordination
- Ensure all human resource policies and procedures are adhered to by all staff
- Conduct annual staff survey
- Ensure staff compliance/attendance with CPD training

CUSTOMER SERVICE

- Ensure practice cleanliness
- Actively manage complaints
- Manage telephone answering within guidelines
- Obtain & review patient feedback via patient survey as per procedure

MANAGERIAL AND FINANCIAL

- Attend monthly group Practice Manager meetings/in house CPD training
- Action monthly/weekly business reports as necessary
- Effectively balance people, operational and activity requirements

- Manage appointment book and practice recall/referral systems
- Manage practice correspondence and administration
- Effectively maintain equipment & manage reactive repairs in line with recommendations
- Facilitate ordering new equipment as necessary
- Management of transmission to DPB (or equivalent)
- Action bad debt procedures
- Advise dentist/staff missed sessions due to sickness
- Stock management
- Effective IT system management including back ups
- Effective communication with all key business relationships
- Compliance with Cash handling and Banking duties
- Ensure staff and dentists operate within all company policy and procedures
- Take responsibility during internal and external audits
- Conduct audits as per policy
- Action staff pay queries
- Time management in line with practice needs
- Website content co-ordination
- Prepare information for associate pay schedules including monthly records of UDAs, Lab bills etc
- If applicable monthly MOS payments and invoices etc
- Check Therapist invoices for accuracy (if applicable)
- Have systems in place to delegate practice management roles during holiday leave and sickness absence to ensure daily running of the practice
- KPI management/reporting and implementation
- Ensure CQC compliance and participate in organisational procedures and meetings
- Ensure full Health & Safety compliance by all team members
- Maintain practice accreditations i.e BDA Good Practice
- Organise and run practice meetings and ensure all staff are aware of local, area, national and corporate policies and strategies
- Health & Safety compliance in conjunction with lead clinicians
- Adaption of management skills to meet practice needs/requirements
- To motivate and lead the practice team
- To ensure all reception and nursing staff carry out their duties in line with organisational policies, procedures and job descriptions
- Ability to undertake nursing/reception duties as and when required
- Proactively sell consumables in the practice.

BUSINESS FOCUS

- Activity management to meet UDA and SLA targets.
- Gather & analyse relevant activity data
- Manage Area Team relationship and requirements at local level
- Manage practice controllable costs in line with budgets
- Grow patient numbers if required under Area Team contracts
- To be CQC registered Manager

MANAGEMENT OF CHANGE

- Efficiently manage small projects as required to deliver new systems and procedures to time and within agreed budgets

- Ensure the team is trained and fully informed about planned changes to systems and procedures
- Identify and recommend areas for improvement and communicate to the Organisational Executive team with supporting and background information and benefits

PERSONAL DEVELOPMENT

- To participate in own yearly appraisal
- To assess own educational/training needs and explore opportunities for maintaining and updating own professional knowledge and skills

SPECIFIC JOB SKILLS

- Proven experience of people management and/or working within a dental practice
- Track record of successful operational and business improvement
- Experience of working in a business oriented, commercial and customer focused environment.
- Track record of budget development and management
- Track record of tight cost control

KEY COMPETENCIES

Team Working - The ability to work with others in a way that recognises their contribution and strengths, promotes collaborative working across different or cross functional teams to achieve organisational objectives.

Drive and Motivation - The ability to show personal motivation and enthusiasm towards achievement of goals. Pushes self towards achieving and surpassing their objectives.

Communication - The ability to build rapport and interact effectively with others. Adapts communication style to suit audience and situations. Actively listens and checks for understanding.

Customer Focus - The ability to consider and understand the extent to which customer needs are being met and implement solutions to deliver excellence and ensure customer is the main business focus.

Personal Effectiveness and Organisation - Demonstrates the ability to organise self and team and provide effective leadership.

Business Planning/Training,

- Meet regularly with Practice Members to discuss aspects of the service and to consider improvements.
- Contribute to agreed business objectives happen, and monitor achievements.
- Support allocations from all staff on the marketing plan.

- Maintain awareness of new developments and dental techniques, which may involve attending courses and/or training, and ensure that this information is passed onto the other Practice Members.

Any other duties which may be reasonably requested.

All Practice Members

- Ensure the practice is clean and tidy at all times.

HEALTH AND SAFETY

All Practice Members are required to acquaint themselves with health, safety and fire regulations and the accident notification system, whilst taking all possible steps to safeguard the health, and welfare of staff, patients and colleagues during working hours, in accordance with the Health and Safety at Work Act 1974.

CONFIDENTIALITY

All Practice Members should be aware of the need to preserve strict confidentiality in dealing with patients and should not disclose information obtained in confidence except to authorized persons or organisation as instructed.

EQUALITY & DIVERSITY

It is the responsibility of all employees to support the PCT's vision of promoting a positive approach to diversity and equality of opportunity to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the our Equal Opportunities Policy.

DATA PROTECTION ACT 1998

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerised or manual, is kept secure at all times. This includes data relating to patients and other members of staff. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

CONFIDENTIALITY

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorised person. Any such instance would result in dismissal.

REHABILITATION OF OFFENDERS ACT 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the PCT but must be declared in writing at the appropriate stage during the recruitment process.

NO SMOKING

The Practice has a no smoking policy on the Practice premises.

Terms of Employment: Your hours of work will be between the hours of 8am – 7pm Monday - Friday with one hour unpaid lunch. The successful applicant will require a DBS

check, which will be reimbursed by the employer, and must show proof of registration and all inoculations, including Hepatitis B.

You may be occasionally required to travel between our practices to cover for holidays and sickness.

Statement of Responsibilities

The job description and allocation of particular responsibilities may be amended by agreement from time to time.

I confirm I have read and understood my job description

Name:

Signed:

Date:

PERSON SPECIFICATION

Practice Manager

QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Registration with the General Dental Council • National Certificate in Dental Nursing or NVQ Level 3 Oral Health Care • Or equivalent • At least 5 GCSE at grade C or above 	<ul style="list-style-type: none"> • Level 3 or above in leadership and management
Experience	<ul style="list-style-type: none"> • Relevant level of experience working in a dental environment at a supervisory or management level • Computer literate with core office applications • Performance management • Working in a patient focused, commercial and business environment • Willing to become CQC Registered manager within 6months 	<ul style="list-style-type: none"> • Previous reception experience • SOE Exact software • Experience of HTM01-05 working procedures
Ability	<ul style="list-style-type: none"> • Good interpersonal, oral and written communication skills • Ability to prioritise tasks • Willingness to study and learn new skills • Good time management skills • Ability to lead a team 	<ul style="list-style-type: none"> • Evidence to suggest continuous professional development • Ability to supervise staff
Personal Attributes	<ul style="list-style-type: none"> • Ability to calm and reassure nervous or anxious people • An interest in the welfare of patients, with a mature, friendly, confident and caring nature • To be Punctual • To be honest, trust-worthy and reliable • Enthusiasm and flexible attitude • Ability to use own initiative • Well Presented • Positive attitude • Professional Manner • Organised • Patient Focused • Strong interpersonal skills • Team player with strong relationship building skills both internally and externally • Proactive approach 	<ul style="list-style-type: none"> • Ability to keep informed by distilling information and providing regular reporting structure
	<ul style="list-style-type: none"> • Partnership proactive approach to team 	

Team Work	building <ul style="list-style-type: none">• Must be able to work well with others and be supportive	
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