



## **Job Description**

### **GP Primary Care Network Digital and Transformation Lead**

**Hours of work: Full time; 37.5 hours**

**Contract Type: Permanent**

**Annual Leave: 30 days plus bank holidays**

**Salary: Up to £55,000 FTE**

**Employed by: Involve Kent**

**Responsible to: Director of Services (Involve) and Clinical Directors (Sittingbourne Primary Care Network.)**

**Based: Sittingbourne Primary Care Network  
Purpose of the job**

**The post holder will work flexibly to support the PCN Clinical Directors and the PCN practices to create a fully-functioning and continually developing Primary Care Network. You will have overall responsibility for the management of the network and will provide both operational, strategic and personnel management across the PCN; working closely with the PCN Clinical Directors and the PCN leadership team to achieve success. You will provide project management support to deliver services in line with the PCN Network Contract DES and the PCN's priorities.**

**The PCN Manager will provide management to all PCN ARRS staff to ensure they are supported and co-ordinated within the PCN. This duty will include management of clinical and non-clinical staff, however clinical supervision will be provided by an appropriate registered healthcare professional.**

**You will take responsibility for the financial management of the PCN finances and work to support the collection of data and information to ensure budget monitoring, reconciliation of payments and provide assurance to the network and/or commissioners relating to PCN spending.**

**You will strive to develop strong working relationships with a wide range of healthcare partners and stakeholders. You will represent the PCN in a variety of forums and deputise for the Clinical Directors as required. The duties and areas of responsibility may vary depending on the needs and priorities of the PCN. Some of the expected duties are set out below but these will change or become focused should the need arise.**

## **Key tasks and responsibilities**

### **PCN Management**

- Work with and support the PCN Clinical Directors to develop and deliver the PCN strategic plans and performance requirements.
- Oversee the management and delivery of the PCN DES requirements, including supporting the PCN and its member practices to formulate project and delivery plans in relation to meeting the DES specification.
- Working with member practices to identify areas of common concern or potential for collaborative working to improve the resilience of general practice.
- Process finance payments, invoices, reconciliation and monthly finance reports.
- Be the first point of contact for Practice Managers and commissioners in regards to PCN operations.
- Work closely with Network practices to develop an understanding of their different demographics and population health needs.
- Assist in the co-ordination of various PCN meetings, including setting dates, drawing up agendas, minute taking and taking actions.
- Support in the writing of business cases and bids on behalf of the network.
- Deliver operational work-streams as per local and national requirements, with support from the PCN and Practice Managers.
- Develop an in-depth understanding of the Additional Roles Reimbursement Scheme (ARRS) funded roles and work with the PCN on the planning and deployment of these roles.
- Implement, monitor and report on PCN contracts and services, including project progression and enhanced services.
- Manage and monitor contractual requirements on behalf of the PCN.
- Develop relationships with key partners and stakeholders, exploring opportunities for collaborative and partnership working.
- Liaise with key partners in the development and monitoring of integrated services and projects.

### **Collaborative Working**

The PCN is focused on building relationships with other local health and social care providers and the Digital and Transformation Lead will:

- Recognise the roles of other colleagues within the PCN and in other organisations and their role in patient care.
- Demonstrate use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations e.g. Community Services).
- Demonstrate ability to work as a member of a team.
- Recognise personal limitations and refer to more appropriate colleague(s) when necessary. Actively work toward developing and maintaining effective working relationships both within and outside the practice, PCN and locality.
- Foster and maintain strong links with all services across locality.
- Explore the potential for collaborative working and take opportunities to initiate and sustain such relationships.
- Liaise with other stakeholders as needed for the collective benefit of patients.

### **Staff Management**

To provide management to PCN ARRS staff, to ensure that they are embedded in the PCN and co-ordinated across the PCN practices.

- Support in the design of rotas for PCN employed staff.
- Conduct appraisals and performance management of PCN staff where required.
- Dispute and grievance resolution.

- Work closely with third party providers, where staff are employed elsewhere, to ensure staff are embedded in the PCN team and practices.
- Oversee the recruitment processes for new PCN staff, from advert to appointment.
- Design and create job descriptions, person specifications, interview templates and inductions for new PCN staff.

### **Financial Management**

- Lead on the PCN finances, including budgeting and monitoring processes to maintain the short and long-term financial management of the network.
- Work with the PCN finance administrator to monitor income and expenditure; and ensure appropriate and timely payments to practices, staff and partners as required.
- Prepare and present financial reports, monitoring information and reporting to the PCN as required.
- Keeping track of committed funds and budgets and supporting the development of bids for new money and funding streams as they become available to the PCN.

### **IT and Data Management**

- Work closely with the PCN member practices to run searches, monitor performance and report on targets.
- Ensure the correct coding and recording of information is used to support data collection and achievement of targets.
- Provide an oversight to GDPR to ensure the PCNs compliance.

### **Education**

- Support the multi-professional workforce, working as part of the PCN Clinical Education Facilitation team, to organise PLT events and training.
- Manage and have full oversight of CEF CPD funding, working with member practices and the CEF team to track and report spend.

### **Personal Management**

- Recognise and work within own competence.
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
- Work as a flexible member of the PCN providing support and guidance when necessary.
- Demonstrate understanding of the implications of national priorities for the PCN.
- Keep abreast of the PCN Network Contract DES requirements and associated service specifications.
- Work as part of the team to seek feedback, continually improve the service and contribute to business planning.
- Take responsibility for own learning and performance through continuous professional development, including participating in supervision, acting as a positive role model and assessing own learning needs. Undertake complimentary training and development appropriate to role.

### **Equality and diversity**

- Support the equality and diversity of patients, carers and colleagues by recognising the importance of people's rights and interpreting them in a way that is consistent with policy, procedures and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues by behaving in a manner which is welcoming, non-judgmental and respects their circumstances, feelings priorities and rights.

### **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 carers, 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.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. The post holder would be expected to undertake any other duties commensurate with the role as agreed with the practice or PCN.

<b><u>Criteria</u></b>	<b><u>Person Specification</u></b>	
	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
Qualifications	<p>Educated to degree level or equivalent practical experience</p> <p>Evidence of Continuing Professional Development</p>	Management/Leadership Qualification
Experience	<p>Experience of working within primary care or an NHS environment.</p> <p>Experience of identifying and interpreting National policy.</p> <p>Experience managing, supporting and developing a team.</p> <p>Experience of quality improvement and service redesign.</p> <p>Experience of developing and interpreting complex reports and data.</p> <p>Previously responsible for a budget, involving budget setting and working knowledge of financial processes.</p> <p>Experience of researching and implementing best practice</p>	<p>Experience of EMIS and General Practice IT systems.</p> <p>Experience in improving patient experience.</p>

<p>Knowledge and Skills</p>	<p>Ability to plan and manage multiple workload priorities and meet deadlines.</p> <p>Willingness to work flexibly, demonstrating problem solving skills and an ability to respond to sudden unexpected demands.</p> <p>Effective time management skills and able to work effectively under pressure and within strict time constraints.</p> <p>Exceptional organisation and administrative skills.</p> <p>Competent in advanced use of MS Office applications and Outlook.</p> <p>Excellent communication skills (written and oral).</p> <p>Able to communicate with a wide range of people at all levels of organisation.</p> <p>Problem solving and analytical skills.</p> <p>Must be able to prioritise own work effectively and be able to direct activities of others.</p> <p>Experience of managing and motivating a team and reviewing performance of the individuals.</p> <p>Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/manager, with the aim of improving deliverables and compliance to policies.</p> <p>Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales.</p>	<p>An understanding of the background to and aims of current healthcare policy.</p> <p>Competent presenting to large groups</p>
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Other	<p>Used to working in a busy environment.</p> <p>Adaptability, flexibility and ability to cope with uncertainty and change.</p> <p>Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions.</p> <p>Professional calm and efficient manner.</p> <p>Effective organizer, influencer and networker.</p> <p>Demonstrates a strong desire to improve performance and make a difference by focusing on goals.</p> <p>Meticulous and attention to detail.</p> <p>Completer/Finisher.</p>	
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