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**JOB DESCRIPTION**

**PCN MANAGER – Digital & Transformation Lead**

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| **JOB TITLE:** | PCN MANAGER – Digital & Transformation Lead and Operational Manager |
| **ANNUAL SALARY:** | £47,522 - £73,334 – depending on experience |
| **ACCOUNTABLE TO:** | PCN Clinical Director and PCN Board |
| **REPORTING TO:** | PCN Clinical Director |
| **BASE:** | This is not a remote position, this is a practice-based role, your usual place of work will be with Wilson Street Surgery (likely at their branch stie – St Thomas Road Surgery), but the expectation is to work at all practices within our PCN. |
| **HOURS PER WEEK:** | 37.5 |
| **CONTRACT:** | Permanent |

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| **INTRODUCTION TO THE PCN** |

Derby City North Primary Care Network (PCN) serves a population of circa 80,000 patients residing across the practice registered footprint of our four member practices in Derby City.

Working collaboratively with other partners to strengthen and support the delivery of Primary Care services, the PCN consists of 4 core GP practices – Derwent Medical Centre, Horizon Healthcare, Osmaston Surgery and Wilson Street Surgery. The PCN is led by a Clinical Director, Dr D Smith.

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| **JOB SUMMARY** |

The post holder will work flexibly to support the PCN Clinical Director and the PCN practices to develop the Primary Care Network. You will provide both operational and strategic management across the PCN; working closely with the PCN Clinical Director and the PCN board leadership team to achieve success in line with the PCN Network Contract DES and the PCN’s local priorities.

The PCN Manager will provide contract management to the collective subcontracted services to ensure they are supported and co-ordinated within the PCN.

You will share oversight for the financial management of the PCN.

You will strive to develop strong working relationships with a wide range of healthcare and social care partners and stakeholders. You will represent the PCN in a variety of forums.

As digital transformation lead you will work with clinical and operational teams within the PCN to create a vision to guide service improvements, identify opportunities to make tangible positive transformation, and provide the inspiration, resource and tools to deliver changes in a collaborative way.

As Team Up lead you will support the PCN and clinical teams to deliver the overall vision of the local service providing a high quality, holistic, multi-disciplinary service which keeps people safe and as well as possible in their own home, wherever this may be. Whilst additionally, supporting creation of swifter discharge pathways with person-centred assessments which prioritise a home first approach. As a result, ensuring service and support is provided at the right time, in the right place, by the right person.

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| **DUTIES AND AREAS OF RESPONSIBILITY** |

The duties and areas of responsibility may vary depending on the needs and priorities of the PCN. The table below sets some out the expected duties, which may change or become focused should the need arise:

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| **Main Duties** | Take the lead (along with the PCN Clinical Director and PCN board team) to oversee the management and delivery of the PCN DES requirements  Work with and support the PCN Clinical Director to develop and deliver the PCN strategic plans and performance requirements  Help to develop strategies to progress the overall development of the PCN, with reference to the Maturity Matrix and the PCN Development Plan  Be the first point of contact for Practice Managers, contractors and commissioners in regard to PCN operations  Develop an understanding of the Additional Roles Reimbursement Scheme (ARRS) funded roles and work with the PCN on the planning and deployment of these roles  To provide line management to PCN employed staff, to ensure that they are embedded in the PCN and co-ordinated across the PCN practices  To provide contract management and oversight of external contractors providing PCN services to ensure they are delivered as required across the PCN and its member practices.  Support in the budgeting and monitoring processes to support the short and long-term financial management of the network  Work with the nominated payee practice to monitor income and expenditure; and ensure appropriate and timely payments to practices, staff and partners as required  Assist in the co-ordination of the PCN meetings, including the board meetings, operational and PCN development meetings and meetings with practice managers.  Manage and monitor contractual requirements on behalf of the PCN  Liaise with key partners in the development and monitoring of integrated services and projects  Undertake the operational management responsibilities for Team Up including representing the PCN on associated meetings and submitting contractual monitoring data.  **Digital Transformation role**  The post holder will work with clinical and operational teams within the PCN to create a vision to guide service improvements, identify opportunities to make tangible positive transformation, and provide the inspiration, resource and tools to deliver changes in a collaborative way.  Support this vision to be developed in alignment with ICS strategy and will plan, coordinate and directly support delivery of transformation activity in general practice within the PCN – with a view to improving patient access, staff and patient satisfaction, and the efficiency and sustainability of general practice services.  Work closely with staff working at practice and PCN level to understand current service models, identify challenges, agree priorities for improvement and then support these to be delivered.  Work with the ICS to request specialist IT and estates expertise required to deliver transformation plans, in line with the ICS’s delegated responsibilities for GPIT and GP estates.  Help to develop strategy related to transformation and improvement, aligning this with larger scale strategy and initiatives, particularly at ICS level; but will focus their time on the planning, implementation and evaluation of practical improvements that make a difference to patients and staff in the PCN. |
| **Support the Clinical Director** | Oversee the management and delivery of the PCN DES requirements  Support the Clinical Director to develop and deliver the PCN development plan and strategic plans, providing performance data as required  Take an active role in the PCN leadership team |
| **PCN Management** | Support the PCN and its member practices to formulate project and delivery plans in relation to meeting the DES specification  Support in the writing of business cases and bids on behalf of the network  Help to design innovative services that meet local need and provide project management support to help projects progress  Manage the work associated with the PCN Ltd company; liaising with legal support and accountants as required  Implement, monitor and report on PCN contracts and services, including project progression and management of risks |
| **Strategic Management** | Working with the PCN team to develop and progress the strategic vision  Deliver projects and manage performance to achieve the strategic vision of the PCN  Seek out examples of good practice and innovation from other areas and present to the PCN as required  Plan the PCN additional roles workforce, to deliver and achieve the PCN priorities  Develop relationships with key partners and stakeholders, exploring opportunities for collaborative and partnership working |
| **HR Duties** | Undertake day-to-day line management of PCN staff including management of absences e.g. leave, sickness etc.  Support in the design of rotas for PCN employed/contracted staff including Team Up.  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  Conduct appraisals and performance management of PCN staff and externally contracted services. |
| **Financial Management** | Prepare and present basic financial reports, monitoring information and reporting to the PCN as required  Work with the nominated payee practice to monitor income and expenditure  Support in the financial management of the network |
| **Information & Data Management, including IT** | Ensure the PCN’s compliance with the GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance  Provide performance data for a range of PCN activities as required  Use Excel spreadsheets to display and predict performance data |
| **Personal and Professional Development** | Keep abreast of national and local guidance on PCNs  Take responsibility for own development, learning and performance  Participate in an annual individual performance review, and take responsibility for maintaining a record of own personal and professional development |
| **Public Health** | Work with local stakeholders and providers to participate in Public Health campaigns as appropriate |

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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |

For further information regarding knowledge, skills and experience required for this role please refer to the Person Specification

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| **COLLABORATIVE WORKING** |

The PCN is focused on building relationships with other local health and social care providers for the benefit of effective Primary Care service delivery to our patient population.

* Recognise the roles of other colleagues within the PCN and in other organisations and their role to 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)
* 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
* Demonstrate ability to integrate general practice with community and hospital teams
* Liaise with other stakeholders as needed for the collective benefit of patients

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| **MANAGEMENT** |

Line Management:

* Line management of PCN employed staff including:
  + Recruitment
  + Annual appraisal
  + Performance management

Personal Management:

* Recognise and work within own competence
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality
* Demonstrate understanding of the implications of national priorities for the PCN
* Keep abreast of the PCN Network Contract DES requirements and associated service specifications
* Bring to attention of the Clinical Director any clinical incidents, and participate as required in any investigation and learning exercise
* Bring to attention of the Clinical Director any formal complaints, and participate as required in any investigation and subsequent learning exercise

Contract Management:

* Overview of outsourced PCN contracts to ensure required standards are met
* Monitoring performance of outsourced PCN contractual clinical teams to ensure delivery within specification
* Ensuring timely revision of contractual matters, including but not limited to, contractual amendments and revisions

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| **EDUCATION, TRAINING AND DEVELOPMENT** |

* Participate in relevant training programmes
* Maintain a statutory and mandatory training record

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| **HEALTH AND SAFETY** |

* The post-holder must comply at all times with the Practice at which they are working in Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
* The post-holder will comply with the Data Protection Act 2018 and the Access to Health Records Act

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| **CONFIDENTIALITY** |

Information relating to patients, practice business, PCN business, GP Partners and practice staff is **strictly confidential**. It is a condition of this employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 2018

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| **EQUALITY AND DIVERSITY** |

* The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and service users must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

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| **JOB DESCRIPTION AGREEMENT** |

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position.

This job description will be open to regular review and may be amended to take into account development within the PCN and its priorities. All members of PCN workforce should be prepared to take on additional duties (with scope of role and banding) or relinquish existing duties in order to maintain the efficient running of the PCN and its core member practices.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

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**PERSON SPECIFICATION**

**PCN MANAGER – Digital & Transformation Lead**

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| [For Application: Essential (E) Desirable (D)]  Evidence: Application Form (A), Interview (I), Certificates (C), Presentation (P), Reference (R) | Essential (E) or  Desirable (D) | Evidence |
| **Qualifications:** |  |  |
| Educated to A level, or equivalent experience | E | A / C |
| Recognised management qualification | D | A / I / C |
| Project management qualification | D | A / I / C |
| **Experience:** |  |  |
| Experience of working in General Practice within a management role with a good knowledge of General Practice systems, processes and procedures | D | A / I |
| Experience of working within a Primary Care Network | D | A / I |
| Experience of working in a role that requires a high degree of autonomy | E | A / I |
| Experience of working with a range of local stakeholders and other providers with a track record of communicating and engaging with a wide range of staff and stakeholders; building excellent and trusted relationships | D | A / I |
| Experience of managing employees | D | A / I |
| Experience of project management and change management including experience in successfully delivering change and improvement programmes in a patient (or customer) facing environment | E | A / I |
| Experience of interpreting national and/or system level policy and implementing this through local programmes of work | D | A / I |
| **Knowledge:** |  |  |
| Knowledge of Primary Care, General Practice and how it operates | D | A / I |
| Knowledge of Primary Care Networks and the Network Contract DES specifications | D | A / I |
| Knowledge and experience of writing business cases and bids | D | A / I |
| **Skills and Abilities:** |  |  |
| Able to prioritise own workload and work to tight timescales | E | A / I / R |
| Able to use Clinical Information Systems | D | A / I |
| Good IT skills | E | A / I |
| Excellent written and verbal communication skills and ability to understand, interpret and present complex and/or sensitive information | E | A / I |
| Excellent organisational skills | E | A / I / R |
| Excellent team working skills | E | A / I / R |
| Able to work independently, showing initiative to identify and act on challenges to move delivery forward | E | A / I / R |
| Ability to work with a high degree of autonomy | E | A / I / R |
| Ability to use data and insight to drive change, and to understand and adapt programmes of work while in progress to allow learning to be integrated into delivery | D | A / I / R |
| Experience of championing diversity, inclusion and challenging inequalities, promoting actions to make improvements to the experience of diverse and vulnerable groups | D | A / I / R |
| **Personal Qualities** |  |  |
| Flexible and adaptable to team and service needs | E | A / I / R |
| Able to work under pressure and to deadlines | E | A / I / R |
| Flexible approach to change | E | A / I / R |
| Reliable, punctual and confident | E | A / I / R |