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Recruitment Pack

**Process and Data Manager**

1 FTE – 37.5 hours

**To apply please:**

* Provide an up to date CV
* A supporting statement detailing how you are a good candidate for this post
* Indicate your availability for the interview date

Applications should be e-mailed to [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)

**Applications must be received by COP 18.00 pm Thursday 6th January 2022**

**Interviews to be held on the 13th and 17th January**

We would like to thank you for your interesting in joining our team and we look forward to hearing from you.

## Recruitment Team

# **The Living Well Partnership**

Dear Candidate

I am delighted that you have shown interest in our Process and Data Manager position.

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

We care for 37,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our medical team is made up of 12 GP Partners, as well as 14 permanent Non-Principal GPs employed directly by LWP. Our GPs work alongside highly trained Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual’s holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Experience of working within the NHS would be an advantage, but is not essential. What is essential is your ability to optimise processes, technology and resources to achieve Key Performance Indicators and objectives to support the delivery of high quality patient care.

If this is you, we would really like to meet.

Yours Sincerely

**Dave Barclay**

**Managing Partner (Non-Clinical)**

**The Living Well Partnership**

**The Role:**

This role is responsible for the timely, accurate and compliant delivery of three key support functions; the flow of correspondence from healthcare providers through the organisation (workflow), the completion of all electronic referrals (secretarial) and the end-to-end management of electronic and paper medical records and requests for information (records).

**The Candidate:**

An effective and experienced line manager, you will bring demonstrable ability to analyse and develop processes and introduce new operational procedures to ensure consistency of delivery, improved efficiency and optimisation of systems. You should be IT-savvy, extremely methodical and organised and capable of reacting quickly and calmly to changing priorities and potential disruptions to services. As the first point of contact for day to day process and operational issues you will be able to identify, communicate and implement solutions, ensuring those solutions are robust and effective in supporting our clinical teams and providing a high standard of service to patients. You will have the skills to ensure process changes are documented, reviewed and compliant with regulations, especially data protection. The ability to manage resources and workload to ensure data and correspondence is processed accurately and efficiently through the organisation, at all times and to provide real time reporting on functions, is essential.

Further information can be found on our website or on NHS jobs.

[www.livingwellpartnership.co.uk/vacancies](http://www.livingwellpartnership.co.uk/vacancies)

**Role Profile**

**Job Title:** Process and Data Manager

**Department:** Operations and Patient Services

**Reports to:** Operations and Patient Services Manager

**Responsible for:** Workflow, Secretarial and Records Teams

**Location:** Weston Lane Surgery

**Salary:** £15.00 - £16.53 PH / £29,330 - £32,320 PA

**FTE:** 37.5 hours over 5 days

**Overall Aim**

This role is responsible for the timely, accurate and compliant delivery of three key support functions; the flow of correspondence from healthcare providers through the organisation (workflow), the completion of all electronic referrals (secretarial) and the end-to-end management of electronic and paper medical records and requests for information (records). The optimisation of processes, technology and resources and the achievement of Key Performance Indicators (KPIs) and metrics is essential to supporting the delivery of high quality patient care.

**Key Responsibilities**

1. **Records Management Team**

* Lead and support a busy records management team to action a high volume of requests for information from patients and third parties such as solicitors, insurance companies, the Police and Government agencies in line with documented processes and within agreed timescales.
* Ensure that requests in relation to complaints and claims from external bodies such as NHS England, the GMC and the Health Service Ombudsman are actioned efficiently and that positive working relationships are maintained.
* Be responsible for ensuring that time critical or urgent requests are identified and proactively addressed or escalated.
* Oversee the accurate and timely completion of all patient registrations and deductions.
* Take ownership for the management of all physical paper notes including storage, transportation and access.
* Manage the summarisation of paper notes onto our clinical system, Emis.
* Work with the finance team to ensure that invoices for the completion of private reports and letters are issued in a timely manner and payment is received and recorded.

1. **Secretarial Team**

* Lead and support a busy secretarial team to work at pace to process a consistently high volume of electronic referrals, dictations and tasks as requested by the clinical team, ensuring urgent requests are identified and prioritised.
* Oversee the timely and professional resolution of all referral queries from healthcare providers and patients, helping to reduce clinical workload and ensure referrals are received and actioned.
* Ensure patients are accurately advised within agreed parameters and protocols.
* Maintain and promote positive working relationships and standards of communication with other healthcare providers and patients.
* Ensure patient records and documentation is accurate and up-to-date.
* Maintain an awareness of and be responsible for implementing new local and national initiatives and responding to changes in key functional processes.

1. **Workflow Team**

* Lead and support a busy workflow team to process a consistently high volume of incoming electronic and paper correspondence from other healthcare providers, including hospitals, District Nurses, care services and pharmacies, in line with documented processes and within agreed timescales.
* Take ownership for ensuring that:
  + All paper correspondence is promptly scanned and filed electronically to patient records for processing.
  + Clinical coding of care data is completed efficiently and to a consistency high standard, to support future care and treatment and to ensure the accuracy of patient records.
  + The generic Partnership email inboxes are managed efficiently and effectively and emails are directed to the correct team or into our clinical document management system.
  + Urgent requests or care needs are correctly identified and escalated or actioned, recognising the potential impact of this on patient care.

1. **Management**

* Create and distribute a daily operations dashboard. Use initiative to identify and proactively address any areas of concern or functional priorities and effectively communicate decisions to the team and senior team.
* Implement monitoring and reporting of trends to identify improvements and promote achievements.
* Assess and resolve day to day operational issues, some of which may be unexpected or time critical.
* Undertake a full review of functional processes, developing a detailed and expert understanding of existing practices and requirements, identifying areas for improvement and implementing effective new systems.
* Develop an in-depth knowledge of key electronic systems including Emis, Docman 10 and IGPR.
* Ensure technology is maximised to help improve efficiency and responsiveness and reduce costs.
* Develop a detailed understanding of and operate in line with data protection, confidentiality and GDPR requirements. Keep up-to-date with changing requirements and regulations and effectively implement operational changes within the team.
* Create and maintain a suite of written protocols and processes to equip new and existing staff and assess competencies of the team.
* Lead on and contribute to the timely and accurate resolution of significant events and complaints.
* Contribute to internal and external inspections, audits and other functional reporting requirements.
* Utilise strong leadership skills to support, inspire and drive the team. Help to develop a culture of accountability, continuous improvement and collaboration.
* Work collaboratively with other team leads, managers and the senior and Partner teams.
* Deputise for the Operations and Patient Services Manager as needed.
* Participate and support variable projects and initiatives as required by the business.

**5. HR**

* Line manage a team of administrators and senior administrators.
* Support, coach and develop the workflow and secretarial process lead.
* Manage the resource schedule including recruitment, on-boarding, absence management (planned / unplanned) etc to deliver KPIs.
* Ensure effective verbal and written communication to the team using the most appropriate system or channel.
* Effectively implement LWP’s performance management process, including probation reviews, 1-2-1’s, annual appraisals, team meetings and capability / disciplinary processes where appropriate, in line with agreed protocols. Document, follow up on and take ownership of agreed actions and next steps.
* Deliver ongoing training and development plans and ensure they are maintained for all team members, utilising TARGET sessions where possible. Comply with mandatory and statutory training requirements.
* Take accountability for the training of all new and existing members of the team.

**Key Results**

1. Reporting of operational functions is timely and accurate.
2. KPIs and targets are achieved.
3. Agreed policies and protocols are effectively implemented and documented.
4. Clinical workload is reduced.
5. Team is optimised, resilient and engaged.

Please also be aware of and follow the Partnership’s policies and procedures, with particular attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

**Person Specification**

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| --- | --- | --- |
| Experience & qualifications | * Significant and evidenced people and performance management experience * Demonstration of ongoing professional development * Evidenced experience of management of KPIs and quality outcomes * Evidenced experience of creating detailed processes and protocols and successfully implementing change * Experience of extracting, analysing, and compiling data e.g. trends, patterns and reporting * Evidenced experience of using IT systems and databases * Personal experience of employee training, recruitment and on boarding | E  E  E  E  E  E  D |
| Knowledge | * Capable of developing an expert knowledge of functions and regulations following training * Knowledge of General Practice processes and systems (e.g. EMIS, Docman10, IGPR) * Knowledge of data protection, confidentiality and GDPR regulations | E  E  D |
| Skills | * Excellent attention to detail especially when creating policies and processes and compiling data * Strong leadership skills with the ability to problem solve and to confidently make independent decisions, escalating to line manager when appropriate * Highly organised and methodical, ensuring tasks are completed in full * Able to be creative and reactive when needed * Excellent verbal and written communication skills * Self-starter, able to work on own initiative * Demonstrable coaching and development skills * Ability to use tools that can capture and illustrate process flows e.g. Lucidchart | E  E  E  E  E  E  D  D |
| Personal style and behaviour | * Personal commitment to the values, vision and objectives of the Partnership * Ability to work calmly under pressure and at pace * Highly motivated and able to empower others * High expectation of self and others * Demonstrates accountability and ownership * Positive and professional attitude | E  E  E  E  E  E |
| Other requirements | * Commitment to high quality patient care and efficiency in all aspects of the Partnership’s performance * Commitment to equality and diversity * Able to drive, with use of own vehicle | E  E  E |

**Salary and Benefits**

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| --- | --- |
| **Position** | Process and Data Manager |
| **Location** | Across Partnership Sites |
| **Remuneration** | £15.00 - £16.53 PH / £29,330 - £32,320 PA |
| **Hours of work** | 37.5 hours over 5 days |
| **Annual Leave** | 25 days per annum plus bank holidays, pro rata. |
| **Pension** | NHS pension scheme |

**Key Dates**

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| **Closing date for completed applications** | 18:00pm 6th January 2022 |
| **First Interview** | 13th January 2022 |
| **Second Interview** | 17th January 2022 |