**Job Title: Kendal Primary Care Network (KPCN) Manager**

**Reporting to: Kendal PCN Clinical Director**

**Base: Kendal**

**Hours: 3 days per week (potentially up to 5 days on discussion), some evening/weekend work may be required.**

**Salary: £40,057 - 52,000 pro rata, depending on experience**

**Job overview**

Kendal Primary Care Network is seeking a PCN Manager to support the function and development of the PCN. This is an exciting role within the rapidly changing world of Primary Care as we seek to make the most of the opportunities provided within the GP Contract and the PCN Directed Enhanced Service.

**Main duties of the job**

This post is relatively new and developmental and will support the Clinical Director (CD), the Practice Managers and GP representatives of this 3 Practice PCN with a total population of over 38,000 patients. The role requires the post holder to have excellent leadership and communication skills, the ability to be self-directed, to have strategic and financial experience and to be effective at project management.

The successful candidate will need to be well versed in the latest information and requirements of the PCN Network Contract DES, have the ability to create and assess strategies to deliver this, and be able to communicate effectively with the Clinical Leads, Practice Managers, local GPs, GP Federation and the Clinical Director in order to encourage the development of Kendal PCN. Previous NHS and Primary Care experience and knowledge of the current landscape within General Practice and Primary Care Networks will be a distinct advantage.

**About us**

Kendal PCN comprises the 3 Practices of Captain French Surgery, James Cochrane Practice and Station House Surgery, all based within the same town. There is a good history of the Practices working together as part of Kendal Integrated Care Community, and there is significant GP Federation support in place for the successful candidate to help the Clinical Director shape the PCN to meet local need.

**Job description**

**Job responsibilities**

1. Supporting the CD to provide strategic and clinical leadership to the network, developing and implementing strategic plans, leading and supporting quality improvement and performance across member practices (including professional leadership of the Investment and Impact Fund (IIF) targets across the network).
2. You will be based at offices beneath Captain French Surgery but we anticipate working regularly from each of the 3 PCN sites or from home as required.
3. Supporting the CD to provide strategic leadership for workforce development, through assessment of clinical skill-mix and development of network workforce strategy.
4. Working with the Clinical Director and HR support to provide management of PCN staff team of around 19.
5. Supporting network implementation of agreed service changes and pathways, working closely with member practices, the wider PCN and the commissioner to develop, support and deliver local improvement programmes aligned to national and local priorities.
6. Attending meetings as required on behalf of the Clinical Director or the Network and feeding back to the PCN members.
7. Prepare and annually update the Network Strategic Development Plan (and any other written information requested by the Delivery Group), oversee the implementation of the aims and objectives and feedback on progress at Network meetings.
8. Supporting Delivery Group members in managing the interface between the PCN and the wider system.
9. Working collaboratively with the other PCNs in Morecambe Bay
10. Working collaboratively with the wider NHS and Social Care partners to compliment and shape local strategy
11. Representing PCN interests with respect to the interface with acute and community health services, and the GP Federation.
12. Developing relationships and influence with local, regional and national organisations in pursuance of PCN interests.
13. To support the strategic and policy development of the PCN.
14. To oversee the provision of data analysis and monitoring as required.
15. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the job and the right to update the job description from time to time to reflect changes in or to the job

**Financial Management**

1. Provide oversight of the financial administration and reconciliation of financial funds relating to the PCN.
2. Prepare a PCN budget/forecast and share a quarterly financial update to keep members informed
3. Monitor pay and process reimbursement for PCN staff salaries.
4. Work with MBPCC regarding HR, recruitment and employment of PCN Staff (19 staff)
5. Creation and submission of funding bids
6. Developing relationships and working closely with other network Clinical Directors, clinical leaders of other health and social care providers, local commissioners and Local Medical Committees (LMCs).
7. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the job and the right to update the job description from time to time to reflect changes in or to the job.

**Operational**

1. Contribute to the delivery of a business plan with practices and the Clinical Director.
2. Complete administration tasks to all new proposals.
3. Support and contribute to formal negotiations with senior level staff from external stakeholders, up to Director-level.
4. Manage the implementation of the DES and monitor going forward to ensure practices are delivering the DES and IIF targets.
5. Represent the PCN at events and meetings.
6. Organise the PCN Annual General Meeting.
7. Conduct annual reviews for members of the PCN Team, alongside clinical leads
8. Manage members of the PCN workforce, alongside clinical leads and HR support
9. Work with the Clinical Director to produce appropriate documentation for the PCN including agendas and minutes of meetings, proposals and papers as required.
10. Support management of business cases, produce metric for project measurement, communication and milestones
11. Collate data from member practices to assess and develop the effectiveness of the PCN.
12. Management and reporting of Enhanced Access requirements as part of the PCN DES service requirements.
13. Oversight of the PCN performance against IIF targets.

**Communication and Engagement**

1. Engage practices and clinical leaders in creation of a PCN wide project plan to deliver PCN objectives
2. Develop and promote effective working relationships with constituent PCN practices and other key stakeholders.
3. Develop and implement patient involvement in service transformation and the wider work of the PCN.
4. Manage the PCN website and social and digital media as it develops.
5. Facilitate regular and effective internal communication between NOG Board members and member practices.

**Covid Vaccination Programme**

1. Provide operational management of Covid Vaccination across the PCN, when required, working with the Pharmacy team and supporting the CD who carries overall clinical responsibility.
2. Manage staffing, including recruitment and training of admin and clinical staff
3. Oversight of vaccine ordering and monitoring stock

**Person Specification**

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| **Skills, Knowledge and Experience** | **Essential** | **Desirable** |
| Experience of developing working relationships with local stakeholders, demonstrating effective influencing, and negotiating skills and facilitation skills | ✓ |  |
| Good organisational skills being able to identify clear priorities for action while managing multiple stakeholder expectations | ✓ |  |
| Evidence of Project Management skills | ✓ |  |
| Evidence of Financial Management skills | ✓ |  |
| Experience of managing complex projects | ✓ |  |
| Effective time management | ✓ |  |
| Evidence of HR Experience | ✓ |  |
| Able to work effectively in a team | ✓ |  |
| Excellent communication skills | ✓ |  |
| Proficient in the use of Microsoft Office, including excel | ✓ |  |
| Evidence of operational management skills | ✓ |  |
| Knowledge of Information Governance and Data Quality |  | ✓ |
| Experience working within the NHS, particularly within LSCICB |  | ✓ |
| Knowledge of the regulatory and contractual frameworks for primary care contracts |  | ✓ |
| Knowledge of PCN DES |  | ✓ |
| Knowledge of Xero accounting software |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Self-motivated | ✓ |  |
| Kind, empathetic and approachable | ✓ |  |
| High levels of integrity | ✓ |  |
| Able to embrace and lead change | ✓ |  |
| **Other** | **Essential** | **Desirable** |
| Right to live and work in the UK | ✓ |  |
| Successful Disclosure and Barring Service (DBS) check | ✓ |  |
| Willingness to work outside of usual hours on occasion | ✓ |  |