



Deputy Service Delivery Manager - Job description

Solihull Healthcare Partnership is a Primary Care Network formed of 7 GP practices. We provide quality NHS care to over 55,000 patients in the Shirley / Solihull area.

Our vision is to be the most respected healthcare provider in the Solihull region, developing centres of excellence which we are proud of. To achieve this we need to continue to bring the right people into our organisation, who like us, are passionate about providing the best service to our patients and want to make a difference.

Equally important to us is looking after our employees and their wellbeing, supporting and developing them in the best way. Ensuring we retain our people and that they enjoy coming to work. The Deputy Service Delivery Manager is a new and exciting role for our organisation, which will help us achieve this.

This role will be part of the Operations team and will be based at main site, however you will be required to travel to our other practices regularly, which are within a few miles from each other in Shirley and Solihull.

Main Duties

Work with the Team Leader to develop the optimum staff structure / rota and ensure that staff are available to fill the rota ensuring the appointments are made available on the system 6 weeks in advance.

- Ensure that the teams work effectively together and that all staff work consistently in the same way, ensuring standard operating procedures are followed.
- Be the first point of contact for escalation of verbal complaints, resolve at same time where possible and update the complaints log which will assist with identifying common themes. Escalate to Team Leader where necessary
- Investigate and respond to written complaints. Ensure adherence to Practice Complaints procedure
- Work closely with the governance team to ensure practice sites are compliant with Information Governance/GDPR standards and provide evidence.
- Complete significant event forms as and when required. Ensure all actions are completed and logged in risk register
- Under the guidance of governance team and the Team Leader, complete and record regular checks/risk assessments to ensure that the practice complies with Health and Safety, fire and building regulations. Escalate any issues to Team Leader.
- Complete internal CQC testing schedule and identify areas of improvement. Work with governance team to put corrective measures in place.
- Support the site care navigators in answering patient and clinician queries.

- Working alongside the Team Leader effectively manage staff holidays and sickness absence, ensuring that all sickness absences are followed by a return to work interview and ensuring that HR systems are kept up to date.
- Respond to and resolve local IT issues.
- Work alongside other Team Leaders, Deputy Team Leaders and Contact Centre manager to provide cover and assist with any duties as required by the business.
- Support the Team Leader in smooth and efficient running of the sites.
- Responsible for the day-to-day management of clinical rota, staff rota setting on clinical appointment system, arranging locum and other cover for periods of absence
- Deputise for the Team Leader in their absence.
- As required, arrange and lead meetings, take minutes and prepare agendas.
- Liaise with contractors working within sites to carry out essential maintenance and repair work
- Ensure systems and processes are in place for effective estates management e.g. stock control, cleaning and infection control procedures, reception cover and security
- Work closely with the Head of Governance to ensure that sites are compliant with CQC standards

Person Specification

A minimum of 2 years' operational management experience in a NHS/private healthcare setting

Significant experience of managing teams and line management

Experience in service redesign and project management

Experience of presenting complex data/information to staff at all levels and persuading people to make changes based on this information

Understanding of the role of NHS bodies such as CCGs, Acute providers, CQC, Monitor, NHS England and NHS Improvement

Experience of developing policies, pathways and standard operating procedures

Experience and understanding of governance systems and processes including CQC compliance

Excellent organisational skills

Ability to produce error free and well-presented reports demonstrating a high level of accuracy

Tactful and diplomatic

Job Types: Full-time, Permanent

Salary: £24,239.00 – 25,175.00 per year