

# **Larwood Health Partnership**

## **Job Description as at September 2020**

**Job Title:** Team Leader

**Location:** Larwood (but maybe required to work at other locations as required)

**Job Purpose:**

To ensure the smooth running of functions on site(s) working closely with other managers where required to deliver quality standards and customer service.

**Special Considerations:**

- The ability to communicate effectively with all members of the Practice Team and present information in an understandable format
- To have a good understanding of HR processes
- To be passionate about customer service
- To be professional, confidential, approachable, reliable, positive with integrity, initiative and focus
- To be flexible in terms of time and location to meet the needs of the role
- To be a role model to others and promote the Practice in a positive light

**Knowledge, Skills and Experience:**

- Excellent communication and interpersonal skills
- Good analytical, organisational, motivational and problem solving skills
- Good knowledge of SystmOne and Word Packages
- An excellent Knowledge of Practice Protocols and Policy

**Key Result Areas:**

To work effectively with your fellow Team Leader to:-

1. To assist the Operations Manager to ensure adequate staffing that optimises employee time and skills;
2. To be part of the team undertaking reception and admin duties
3. To deal with day to day staff rotas, including forward planning where appropriate, with the Operations Manager's assistance if required.
4. To deal with day to day team queries
5. To open and distribute the post
6. To conduct staff appraisals
7. To report staff absences to the Operations Manager
8. To conduct return to work procedures, following HR processes
9. To implement inductions for new staff members liaising with the Training and Development Manager

10. To perform 1 month, 3 month and 6 month reviews, along with the Training and Development Manager, on new members of staff
11. To support and plan work for apprentices
12. To be the point of contact for GP queries on the day
13. To check accuracy of time-sheets and sign off, ensuring they are with the Business Manager by 5<sup>th</sup> of each month
14. To plan and hold team briefings regularly (at least monthly)
15. To co-ordinate and attend team meetings with other Managers as required
16. To attend and minute GP Clinical Supervision/Site Specific meetings
17. To disseminate information from GPs and Management to the team as necessary
18. To liaise with the Appointments Manager on appointment issues and if a GP rings in sick, following any instructions provided
19. To liaise with the Training and Development Manager if a training requirement is identified and where training cannot be provided by an existing member of the team
20. To liaise with the Training and Development Manager (through appraisals for example), where development requirements are identified and are in line with the Practice Development plan
21. To liaise with Line Manager, initially, where disciplinary and grievance issues are identified
22. To liaise with Estates Manager where health and safety or premises issues are identified
23. To have input into the development of Office Protocols
24. To deal with informal patient complaints or pass to the most appropriate person
25. To record informal complaints on the log
26. To ensure adequate supplies for the office eg urine bottles
27. To assist with IT issues on site
28. To be a SystemOne sponsor
29. To be aware of the limits of your role and raise issues outside your remit with the appropriate manager

### **Other Duties and Responsibilities:**

- Attend meetings as requested.
- Uphold confidentiality at all times
- Follow security procedures
- Follow all Health & safety procedures, including enforcing social distancing and infection control procedures during pandemics as required.
- Carry out any other duties relevant to the role

### **Communications and Working relationships**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers

- Recognise people's needs for alternative methods of communication and respond accordingly

## **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 will 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.

## **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

## **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

## **Personal/Professional Development**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

## **Quality**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

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**I understand that this is not a definitive list of duties and I also undertake to carry out any other reasonable tasks that are requested.**