

Primary Care Governance Lead

Department: Health and Community Services

Division: Group Managing Director

Reports to: Head of Prevention, Primary and Intermediate Care

JE Ref: HCS598

Grade: CS12

JE Date: 20/04/2020

Job purpose

Responsible for leading the day-to-day governance of primary care and for developing, agreeing and monitoring key performance metrics for a range of primary care professionals to ensure consistency, high standards and best practice across of primary care services.

Job specific outcomes

1. Ensure a primary care governance framework is in place and lead on the performance monitoring of primary care providers against that framework in order to support the delivery and development of improved performance across primary care services.
2. Investigate performance issues and maintain efficient and robust complaints management systems, ensuring performance issues are investigated and taking action to address them in accordance with HCS policies in order to maintain and improve standards of care, quality and access.
3. Lead on the analysis, monitoring and reporting of governance and performance for primary care producing an annual primary care governance report to feed into the HCS Strategy.
4. Oversee and manage the Primary Care Performers List so that there is accurate oversight of practicing clinicians and that they are maintaining their professional registration.
5. Maintain robust contract management systems for primary care, developing metrics, quality indicators and performance mechanisms to assure the performance of primary care contracts and commissioned services (including the Jersey Quality Improvement Framework).
6. Analyse national evidence/data/benchmarks and advise on the development of primary care funding and incentive mechanisms to inform service delivery and policy development.
7. Lead on projects related to service development in primary care, in line with HCS objectives, managing risks and delivering the benefits associated with such projects, ensuring appropriate engagement with primary care providers in order to maintain safe, effective, quality services.
8. Optimise the use of data by coordinating data collection, audit and patient/public feedback to inform practice and future strategic objectives and service delivery.

- Lead regular engagement with primary care practitioners regarding performance measures, metrics and monitoring and act as the interface between HCS, Primary Care and the General Medical Council.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to degree level or equivalent experience in a subject with a strong analytical or numerical element. Project/Programme Management qualification	
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a</i>	Knowledge of primary care services and the related information systems Knowledge of commissioning services Knowledge of performance management / development of metrics	

<p><i>defined system, practice, method or procedure).</i></p>		
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Report writing / business case drafting</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to present effectively, both verbally and in writing</p> <p>High level of interpersonal skills</p> <p>A pragmatic approach with the ability to develop innovative approaches to change and service delivery</p> <p>A strong team player who can motivate a team</p> <p>Problem solver / confident decision-maker</p> <p>Negotiation and influencing skills</p> <p>Ability to operate strategically to contribute towards departmental and organisational objectives</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of managing staff</p> <p>Experience of contributing to the development and delivery of strategy</p> <p>Project/programme/change management experience</p> <p>Experience of building and maintaining stakeholder relationships with a focus on delivery</p> <p>Experience of performance management/addressing poor performance</p> <p>Experience of contract management</p> <p>Experience of promoting a digital culture</p>	