**JOB DESCRIPTION**

**Job Title:**  NHS Relationships Manager

**Reports To:**  Commercial Director

**Team:** Commercial and Marketing

**Location:** Yorkshire

**Date Prepared:** 29/08/2019

# PURPOSE

To develop relationships across our key primary care stakeholders to develop our business and grow our income streams across our service portfolio through increasing knowledge and awareness of LivingCare Group.

This will include liaison and management of relationships across:

* General Practices
* Optometrists
* Individual Patients (Self Pay)
* GP localities
* GP Federations
* NHS Trusts
* NHS CCGs

You are responsible for developing referrals into our services, increasing awareness of our services, making our pathway to refer easy and accessible. You are responsible for developing partnerships across GP Federations and Localities and supporting the Primary Care Home agenda and LivingCare’s part in this.

We expect the individual to keep abreast of national strategy such as GP Five Year Forward View and the regional Sustainability and Transformational Partnerships. They will advise on the position of LivingCare; including opportunities, threats and risks to the business.

We expect this individual to be an advocate of the organisation, to showcase our ability to deliver and that we are a responsible, reliable provider across the region.

LivingCare Group are rapidly growing across Yorkshire, with reaches further across the country. We continue to develop new services across our private and NHS provision.

**MAIN DUTIES AND RESPONSIBILITIES**

* Assisting and working with the Management Team to promote all services, increase referrals to the services and increase revenue
* Promoting areas of improvement and development
* Offering direction and advice to the wider Commercial Team
* Reviewing and developing Company promotional material with the Marketing Functions
* Ensuring that the financial aspects and impact of contracts and arrangements are clear to all parties
* Ensuring that all outside stakeholders adhere to contractual obligations; reflecting them accurately
* Develop private patient services for all clinical service delivered by the company
* In conjunction with the management team set the self pay private patient fees
* Work with existing and new consultants and clinicians to develop and grow private patient services
* Have excellent knowledge of contracts held by LivingCare businesses
* Liaise with CCG to ensure contracts are on track and maintain relationships
* Work with the Commercial Director to review primary care contract arrangements.
* Manage company associations and recognise business opportunities when they arise.
* Continuously working to strategically expand, preserve or improve the company’s position.
* Promote good relationships with local secondary care providers to offer waiting list capacity for all services.
* Undertake projects across the organisation relating to Growth
* Develop understanding of referral data and advise on clear strategy
* Develop growth in private market
* Attend stakeholder meetings as appropriate

**Training**

This role will have access to external and in house training courses.

Annual appraisals and professional development plans will be performed and acted upon appropriately.

**Ongoing Support**

The post holder will have ongoing support throughout the operational structure. They will also work closely with the clinical team.

**Key Relationships**

This role will link with a variety of key stakeholders including:

* Senior Managers of NHS Organisations
* GP Partners
* Practice Managers
* GP Federations
* NHS England Primary Care Teams
* Members of the CCG
* Members of the local secondary care establishments
* Patients
* General Public
* Receptionists
* Administrators
* Secretaries

**Behaviours**

LivingCare has a set of core values which we expect all staff to demonstrate. Building on these we have developed a set of expectations that we expect all team members to demonstrate.

Managing self and others:

* Take care of your own well being and that of your staff
* Manage yourself and your emotions
* Share your knowledge and experience
* Use appropriate language when communicating to others to ensure they understand
* Be decisive
* Be positive – focus on what you can do and why something will/could work
* Actively seek feedback and act on it (where appropriate)
* Know when to step in and do it yourself and when to leave others to have a go
* Be self aware: know your strengths and development needs and look for ways to develop
* Be visible

## STRUCTURE CHART

# KNOWLEDGE, SKILLS AND EXPERIENCE

* Experience of clinical administration
* IT literate
* Able to multi task
* Has a patient focus
* Caring and empathetic approach
* Team worker
* Considerate
* Understanding of the NHS and health is desirable
* Quick learner

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**SAFETY**

**Health and Safety at Work Act**   
  
The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time to time.

Work safely at all times in accordance with legislative requirements and practice policies and procedures

**SIGNATURES**  
  
Jobholder Name ………………………………………………………..  
  
Signature ……………………………………………………….  
  
Date ………………………………………………………  
  
Manager Name ………………………………………………………..  
  
Signature ……………………………………………………….  
  
Date ………………………………………………………  
  
Director Name ………………………………………………………..  
  
Signature ……………………………………………………….  
  
Date …………………………………………………