**Position Description**

**Practice Manager**

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| **POSITION DETAILS** |
| **Position:** | **Practice Manager** |
| **Reports to:** | **Chief Executive Officer** |
| **Classification:** | ***Health Professionals and Support Services Award 2020***  |
| **Term of Employment:** | **Part-time** |
| **Location:** | **Tamworth** |
| **Special requirements:** | * Working with Children Check
* CPR Qualifications
* NSW Drivers Licence
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**Organisational Context**

At Peel Health Care, we pride ourselves on our strong teamwork and shared commitment to providing person-centred healthcare to the Tamworth community. We offer a supportive, happy and exciting work environment where professional and personal development is actively encouraged. Our core values are Teamwork, Community, Caring, Accountability and Adaptability.

Peel Health Care is an innovative and dynamic GP practice based in Tamworth, Northern NSW. The practice was established in August 2005 and since then has facilitated the delivery of high-quality health care in a friendly and modern environment. The practice promotes a team approach to health care, with a comprehensive team of General Practitioners, practice nurses, and Allied Health professionals providing nursing, physiotherapy, podiatry, mental health, immunisations, women’s health and minor surgeries. As a teaching practice, we also provide comprehensive training to GP registrars, medical and nursing students.

**Standards and Expectations**

The Practice Manager must adhere to Peel Health Care’s standards and expectations:

1. Honesty, integrity, and ethical conduct at all times;
2. Excellent interpersonal and communication skills, including tolerance and the capacity to develop rapport with a wide range of stakeholders;
3. Leading and supporting staff to achieve their highest standard of work; and
4. High levels of motivation, initiative, and innovation.

**Position Profile**

The Practice Manager ensures the smooth and efficient day-to-day runnings of the Peel Health Care practice to support the ongoing provision of quality health care. The Practice Manager is responsible for the management of the human resources functions, the maintenance of financial records and the implementation and maintenance of quality systems.

**Accountability**

The Practice Manager reports directly to the Chief Executive Officer and will be accountable for undertaking all designated activities in line with company policies, procedures, and regulatory and legislative requirements. They will also be expected to operate both autonomously and in a team environment, ensuring they keep the Chief Executive Officer and relevant staff, briefed throughout. They will strive to exceed quality work standards and client service satisfaction levels.

**Key Responsibilities**

**Human resource management:**

* Coordinate recruitment processes for new staff, including advertising, interviewing, contract preparation and on-boarding
* Encourage team development by coordinating and undertaking regular staff meetings, appraisals and training
* Oversee the performance management framework to ensure staff and the leadership team are supported in their roles
* Provide leadership to the practice team to foster a productive team environment including team building, delegation of tasks and conflict resolution
* Ensure employee records are maintained
* Maintain compliance with employment law and awards

**Financial:**

* Coordinate payroll services including superannuation payments, Australian Taxation Office employer responsibilities and maintain records of leave entitlements
* Coordinate fortnightly processing of service fee distributions to independent practitioners
* Assist the CEO with the maintainenance of accurate financial records, preparation of regular financial reports and conduct financial analysis
* Coordinate accounts receivable and payable and maintain debt prevention activities
* Assist the CEO with the performance of month end and year end bookkeeping and audit preparation tasks
* Oversee ordering and purchase of practice consumables to ensure maintenance of appropriate stock levels
* Assist the CEO with preparation of the annual budget and implementation of measures to ensure the practice remains profitable

**Planning and marketing:**

* Establish and develop practice marketing tools
* Develop and implement internal and external marketing plans
* Update and maintain website and social media pages
* Pursue and establish partnerships and strategic alliances
* Assist the CEO and Board with the implementation of the strategic plans
* Develop and implement business and workforce plans
* Maintain business continuity and disaster recovery plans
* Manage whole of practice meetings and other internal communications

**IT and Operations:**

* Develop and maintain practice policies and procedures
* Ensure consumables and equipment are kept stocked and maintained to the manufacturer’s standards and conditions
* Oversee day-to-day practice operations
* Keep the team’s knowledge of the practice IT systems up to date, including providing ongoing education and guidance to practice members around cyber security measures
* Oversee the provision of IT services by the contracted provider, and ensure IT systems are operating effectively and liaise with IT support to promptly resolve issues
* Liaise with IT support services to ensure the practices databases and systems are managed and maintained appropriately, and that appropriate network security measures are implemented
* Coordinate rosters for GP on-call duties and teaching of registrars and medical students

**Facilities and equipment:**

* Ensure practice facilities are maintained and that the practice and rooms are clean, tidy and accessible
* Maintain practice’s equipment and asset registers, including maintenance and replacement schedules
* Schedule maintenance, repairs and equipment replacements
* Prepare recommendations and arrange purchase of approved equipment
* Liaise with and review performance of external service providers, such as IT and office equipment providers, to ensure the equipment and services are fit for purpose

**Risk and compliance:**

* Maintain awareness of current and new legislation to ensure the business is complying with all statutory and regulatory obligations including Medicare, industrial and employment law and privacy obligations
* Ensure policies and procedures are updated regularly to reflect current practice systems and processes and relevant personnel are kept informed of their obligations
* Coorindate the reaccreditation processes, including monitoring and maintaining practice activities to ensure continuing alignment with relevant standards
* Lead and facilitate risk management and quality improvement processes
* Oversee the practice feedback and complaints framework and report concerns to CEO
* Maintain the practices risk management framework, including regular risk reviews
* Ensure the practice building and work spaces are conducive to a safe and practical work environment
* Ensure clinical governance processes are in place
* Contribute to the organisational culture, consistent with the values of the practice
* Provide reports to the Chief Executive Officer for Board meetings as necessary
* Manage the practice’s work health and safety systems, and report any issues or concerns to the Chief Executive Officer

**Practice Development & Support:**

* Work with the leadersip team to develop operational activity in line with the ethos, goals and vision of the model
* Participate in meetings, staff training, development programs and performance appraisal
* Strictly observe and enforce the principals of confidentiality and security of patient notes, personnel records and company information
* Comply with all EEO and WHS requirements including reporting of equipment failure and issues relating to Workplace Health and Safety
* Adhere to and encourage Peel Health Care values at all times
* Other duties as required consistent with the Practice Manager's skills and qualifications

**Workplace Health and Safety (WHS):**

Contributeto a safe and healthy workplace by:

* Following WHS instructions, policies and procedures
* Reporting accidents and hazards and addressing potential risks
* Working to ensure both your own and others’ safety
* Actively participating in WHS meetings, suggesting improved risk and hazard mitigation.

**Selection Criteria**

**Essential:**

* Minimum 2 years' experience in a medical practice management or similar healthcare administration role
* Certificate or Diploma level qualification in practice management, business administration or a related field, or a willingness to obtain
* Strong knowledge of medical practice operations, including Medicare, financial management, HR, payroll, compliance and patient services
* Proficiency in using medical practice management software and Microsoft Office suite
* Demonstrated problem-solving and decision-making skills, with a solutions-focused approach
* Excellent communication and interpersonal skills, with the ability to effectively liaise with medical staff, patients and external stakeholders
* Ability to prioritise and organise, with attention to detail

**Desirable:**

* Experience using Best Practice clinical software and Xero accounting software
* Detailed understanding of the Medicare Benefits Schedule
* Understanding or experience in general practice accreditation and standards

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| Prepared by: | Melissa Hayes – CEO |
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Employee Acknowledgement

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| Signed by: |  |
| Print Name: |  |
| Date: |  |