

Position Description



Practice Manager

Position Objective

The Medical Practice Manager plans, organises, directs, controls and coordinates all resources necessary in the provision of highly efficient and effective general practice medical services of the Corryong Medical Centre. Future responsibilities include supporting efficient and effective outpatient services.

Reporting

This position reports directly to the Director of Community Services.

This position has the following direct reports: Clinical staff; Practice Co-ordinator; Administration, Intake and Reception.

Primary Roles and Responsibilities

Financial	<ol style="list-style-type: none">1. Maintain practice compliance with financial policies and procedures and liaise with finance team as required2. Implement and amend as necessary, practice billing policy3. Implementation of debt prevention and collection policies4. Maintain compliance with payroll policies and procedures5. Manage invoicing for contract doctors where appropriate6. Provide constant added value to the practice, e.g. uptake of new item numbers and blended payments, monitor staffing levels, monitor fees, optimize GP management plans7. Managing and maximising compensable billings including MBS, TAC, DVA and private patient8. Develop opportunities for additional income to the practice9. Develop, maintain and manage an approved budget for income and expenditure
Business Planning & Technology	<ol style="list-style-type: none">1. Assist in determining goals and objectives of the medical practice2. Assist in preparation of budgets and plans to meet objectives3. Report against budget, plans and objectives to service executives4. Ensure staff competencies align with plan requirements5. Develop strategies for change, growth and optimizing potential6. Ensure medical practice IT systems and applications are up to date, operational and meet current and foreseeable requirements7. Ensure the team's contemporary knowledge and experience of medical practice IT systems and applications8. Maintain a business continuity and disaster recovery plan9. Comply with asset register requirements10. Ensure consumables and equipment are kept stocked and maintained to the manufacturer's standards and conditions

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<p>Organization</p>	<ol style="list-style-type: none"> 1. Oversee general maintenance of surgery and upkeep of furniture and equipment 2. Liaise with internal/external stakeholders as needed, e.g. suppliers 3. Coordinate development and maintenance of practice social media, brochures and communications to community in conjunction with Corryong Health executives 4. Coordinate maintenance of practice Policy and Procedure Manual 5. Make recommendations on improvements to the practice in terms of systems and procedures 6. Manage organisation contracts subject to delegations 7. Oversee practice accreditation process 8. Maintain continuous review of operating environment of practice 9. Perform public relations and marketing roles for the practice 10. Ensure sound relationships with GPs, allied health professionals and other stakeholders 11. Ensure appropriate maintenance of insurance obligations for the medial practice 12. Convene regular Practice meetings and ensure internal stakeholder collaboration in decision making
<p>People, Safety, Quality & Culture</p>	<ol style="list-style-type: none"> 1. Attend to human resource matters within policy and procedural constraints and maintain supporting compliance documentation 2. Ensure compliance with relevant industrial awards 3. Recruit health practitioners and support staff as needed, in consultation with DCS & DCSN as required 4. Complete all necessary documentation and support credentialing relevant to the commencement of new doctors 5. Facilitate the induction of new staff and health practitioners 6. Provide business case documents as required 7. Overall supervision and management of all practice staff 8. Manage leave requests for staff ensuring adequate cover 9. Maintain position descriptions and duty lists for all staff 10. Participate in performance management process for all staff 11. Source professional development opportunities for GPs and staff 12. Arrange and prepare agendas for staff and management meeting 13. Provide or source training for staff and GPs for new initiatives that impact on general practice 14. Foster a productive team environment among practice staff and doctors 15. Maintain occupational health and safety standards in the practice to ensure a safe working environment. 16. Lead risk management and quality improvement processes

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	<ol style="list-style-type: none"> 17. Record, assess and treat incidents and near misses to preserve future safety and effectiveness 18. Maintaining patient and practice confidentiality at all times 19. Ensure building and work spaces are conducive to a safe and practical work environment 20. Ensure sound and compliant clinical governance processes 21. Contribute to the development of a culture consistent with high performance and organization values
<p>Efficient, Effective, Safe Service Delivery</p>	<p>Comply with organisation processes in carrying out:</p> <ol style="list-style-type: none"> 1. Continuous Quality Improvement aligned with National Safety and Quality Health Services Standards, Australian Aged Care Accreditation Standards, National Disability Insurance Scheme and Australian General Practice Accreditation Limited. 2. Timely and accurate completion of data relating to service delivery. 3. Reporting of outcomes / deliverables in line with funding agreements.
<p>Professional Conduct</p>	<p>In your position, you are responsible for:</p> <ol style="list-style-type: none"> 1. The interchange and management of communication with internal and external stakeholders. 2. Compliance with organisational code of conduct. 3. Compliance with organisational policies and procedures, including infection control and confidentiality. 4. Compliance with relevant legislation such as work health and safety, equal opportunity and anti-discrimination. 5. Compliance with Code of Professional Conduct and Statement of Ethical Practice for National body relevant to this discipline. 6. Behaving in a professionally responsible and accountable manner at all times. 7. Compliance with Agency mandatory training Policy. <p>Flexibility in working role related to changing job requirements including:</p> <ol style="list-style-type: none"> 1. Willingness to take on activities or tasks that may fall outside of regular duties 2. Capacity to identify and / or respond to areas of need within the workplace on negotiation with Line Manager
<p>Immunisation Requirements</p>	<p>As per the Immunisation of Health Care Workers Procedure. Table 1 Risk Assessment Categories for Health Care Worker's.</p> <p>Staff Category C Vaccinate For:</p> <ol style="list-style-type: none"> 1. Measles/Mumps/Rubella – 2 doses 2. Poliomyelitis

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	<ol style="list-style-type: none">Influenza (offer yearly)COVID-19 (fully vaccinated)
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Selection criteria

Essential

- To be considered for this position you must be an Australian Citizen or Permanent Resident, or have a relevant visa allowing you to live and work in Australia with no restrictions. Corryong Health does not undertake visa sponsorship for this role.
- Demonstrated experience in a management and/or high-level practice administrative or clinical position
- Sound understanding of and experience with RACGP Standards, medical terminology, practice accreditation, medical and allied health professional organisations and relevant stakeholders.
- Sound understanding of Medicare Benefits Schedule, DVA, TAC and other compensable billing opportunities.
- Knowledge of relevant legislation, including employment, privacy, confidentiality and conflict of interest.
- Demonstrated ability to communicate effectively and positively with all stakeholders.
- Demonstrated commitment to excellence in customer service and client-centredness.
- Experience and competence in the use of a broad range of Business Management Software and Microsoft Office Suite.
- Approved National Police Check and a current Working with Children check.

Desirable

- Tertiary qualifications in a relevant field.
- Experience and competence in the use of Medical Director, Prac Soft and Penca.

Additional Information

Salary Package	Salary Packaging Available Employer Contribution to Superannuation (as per Superannuation Guarantee (Administration) Act 1992). Annual Leave Loading 17.5%
Hours	As per contract
Location	This position is based in Corryong
Criminal History Check	Final applicants for this position will be asked to provide the following checks: <ol style="list-style-type: none">Current National Police CheckNIDS worker screening check (where applicable)Working with Children's Check (where applicable)
ANZSCO	134213
Award / Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise 2016-2020 or equivalent
Award / Agreement Pay Code	Above award and negotiable based on skills and experience.

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I the undersigned agree to the conditions of this position description.

Signature

Employees Name (Printed please)