



## POSITION DESCRIPTION

Position Title	Practice Manager - Health & Wellbeing
Reporting To	Executive Officer – Health and Wellbeing

### PURPOSE OF THE POSITION

The Practice Manager is responsible for the day to day management of a range of quality, culturally appropriate health related services to patients of the South Coast Medical Service Aboriginal Corporation (SCMSAC). Primarily GP services, allied health and dental services.

The Practice Manager will assist the Executive Officer - Health and Wellbeing to develop and implement programs focusing on early intervention, health promotion, prevention and treatment within the Aboriginal context of health, taking into account the social, emotional, cultural, physical and spiritual aspects of health. The Practice Manager is also responsible for the evaluation of programs and services, implementing and reviewing continuous quality improvement and clinical accreditation processes.

The Practice Manager will on a daily basis manage clinical staff, providing support and supervision, build capacity of staff, and provide access to training and development opportunities as required.

### KEY RESPONSIBILITIES & DUTIES

- Assist in the development and delivery of an integrated and culturally sensitive suit of relevant clinical and health promotion programs that meet the needs of community members
- Assist in the identification and implementation of innovations to improve the effectiveness and efficiency of clinical service delivery
- Proactively develop and implement a range of health promotion activities
- Coordinate outreach clinics at Wreck Bay and Jerrinja Aboriginal communities
- Supervise clinical staff, including reception staff to ensure appropriate rostering, client workflow management, compliance with agreed services levels and national health accreditation standard to ensure performance targets are met and exceeded
- Provide quality leadership and management to team members, GP's and other clinical staff as required, including conducting regular ongoing support and supervision, and performance development and reviews
- Develop and maintain effective internal and external relationships as required, including developing and managing formal partnership agreements
- Ensure high quality data and reporting compliance
- Provide administrator level support for client record and data management systems and software
- Monitor and ensure the maintenance of clinic stocks and equipment
- Manage budget and expenditure within delegation
- Participate in the Clinical Governance Committee and other committees as directed
- Actively model SCMSAC's *Code of Conduct* and demonstrate appropriate professional workplace behaviours
- Conduct all activities in a manner consistent with national health accreditation standards and SCMSAC *Work Health & Safety Policy and Procedures*

- Proactively address WH&S hazards, incidents and injuries, including infection control processes
- Comply with infection control, safe handling and disposal of medical waste protocols
- Adhere to and follow the SCMSAC *incident and complaint investigation policies*
- Identify opportunities to improve processes, quality and service delivery outcomes to ensure national accreditation standards are met or exceeded
- Participate in the development of quality procedures and contribute to internal and external program reviews as required
- Effectively lead and manage organisational change, employee and budget management
- Understanding of and capacity to implement Equal Employment Opportunities (EEO), WH&S, ethical practice and principles of a culturally diverse society
- Comply with all SCMSAC policies and procedures
- Other duties as reasonably directed by the CEO, Executive Officer - Health and Wellbeing or delegate

## KEY RESULT AREAS

- Management of all services to budget
- Management of all services to clinical standard, as measured by audits and accreditation status
- Funding program deliverables met

## KEY COMPETENCIES

### Qualifications, Knowledge and Experience

#### Essential

- Nationally recognised training in medical practice management or extensive experience in a similar role, including experience in leadership, people management and organisational abilities relevant to a clinical environment
- A comprehensive understanding of the health issues impacting the lives of Aboriginal and Torres Strait Islander people with a strong commitment to improving health outcomes
- Knowledge of the Medicare Benefits Schedule, Department of Veteran Affairs (DVA), private billing and Health Professional Online Services (HPOS) Portal
- Experience managing clinical accreditation processes, including medical and dental standards
- Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems and software (i.e. Communicare)
- Demonstrated ability to maintain absolute confidentiality regarding patient and practice information
- Proficiency in report writing and demonstrated ability to develop, organise and maintain clinical records and reports in a timely manner
- Knowledge and commitment to the principals of and practices of WHS and EEO and how these apply in the workplace
- Clear Working with Children Check, National Police History Check and Working with Vulnerable People Registration
- Current NSW Drivers Licence

#### Desirable

- Aboriginality\*

- Diploma of Practice Management and/or medical qualifications i.e. Nursing/ Aboriginal Health Worker/Practitioner qualification

## PERSONAL QUALITIES AND ATTRIBUTES

- Highly developed organisational skills and capacity to prioritise competing demands.
- Effective conflict resolution skills, negotiation, mediation and decision making skills.
- Excellent interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences as well as highly developed verbal and written communication.
- Demonstrates flexibility and initiative in the workplace
- Highly innovative and the willingness to assist the organisation to continue to provide client centred health care that meets the needs of local Aboriginal communities

## RELATIONSHIPS

With	Purpose
SCMSAC CEO	The CEO may make day to day requests for support and information from the Practice Manager.
SCMSAC Executive Officer - Health and Wellbeing	The Executive Officer - Health and Wellbeing is the first point of contact for the overall direction of work and will provide support and supervision to the Practice Manager.
SCMSAC Health Team	The Practice Manager will provide support and supervision to the Health Team and may be the point of contact for the overall direction of work for these employees. The Practice Manager will also maintain effective working relationships with employees from other sections.
SCMSAC Executive Officers, Managers, Team Leaders and Employees	The Practice Manager interact closely with Executive Officers, Managers, Team Leaders and other Employees to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback in order to meet organisational goals.
External Stakeholders	Under the direction of the Executive Officer - Health and Wellbeing, the Practice Manager will develop and maintain strong links with external stakeholders including but not limited to funding bodies, Government departments, service providers and Aboriginal Communities in the Shoalhaven region.

## FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-GOV-00-Delegation of Authority-007.docx which is located on SharePoint or provided upon request.

## EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

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Employee signature

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Date

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Signed and approved on behalf of SCMSAC

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Date

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*