



FORM

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Position Description – Practice Manager

Position title: Practice Manager

Reports to: Practice Operations Manager

Purpose of position: To support clinical operations, supervise | team lead the clinic team members, support the implementation and delivery of quality systems to ensure efficient and effective day to day clinic operations at Charleville | Quilpie or Roma | Mitchell sites.

The Practice Manager will actively contribute to the achievement of the CWAATSICH's business objectives, including increased client access to primary health care, allied health and program services, completion of cycle of care numbers, increased integration of CWAATSICH'S client management and effective billing practices.

Key Responsibilities

Business Planning

- Determine quarterly goals in consultation with the Practice Operations Manager /CEO
- Develop and implement strategies for achievement of goals.
- Provide regular reports on team member performance in relation to the strategies and goals action plans, and goals.
- Foster Linkages with local and regional stakeholders to establish and strengthen partnerships

Risk Assessment and Management

- Undertake the clinical risk assessments, training, audits in the areas of clinical services and patient services.
- Review all significant events/incidents, near misses or mistakes in accordance with policy and procedures and in consultation with the Practice Operations Manager and Workplace Health and Safety delegate where required

Human Resources

- Monitoring and evaluation of clinical team member performance in relation to strategies and goals.
- Leadership and management supporting team building, delegation of tasks and conflict resolution.

Quality Improvement Leadership

- Take leadership in reviewing and identifying areas for improvement in clinic systems to discuss with team and Practice Operations Manager to support smooth and efficient functioning, high quality services and continuous improvement.
- Actively encourage engagement and participation of other members of the clinical team in quality improvement opportunities.
- Embed the quality improvement plan that is regularly reviewed and ensure feedback is presented to the clinical team.

Finances

- Monitor and process Medicare billings for compliance, accuracy and on task to achieve monthly MBS revenue goals and annual financial audit compliance. Ensure all private accounts billings are recorded



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accurately re debtors and cash flow process is compliant with CWAATSICH processes and procedures for physical cash receipting and banking.

Equipment and Software and Data Security

- Maintain primary responsibility for monitoring the clinic electronic systems and computer security, in consultation with our IT contractor, including:
 - Educating the clinic team about data security and the need to follow CWAATSICH’s security protocols and policies
 - Monitoring all members of the clinic team to ensure they are following CWAATSICH’s security protocols and policies.

Compliance

- Maintain awareness of current and new legislation to ensure the clinic team is complying with all statutory and regulatory obligations including industrial and employment law, workplace health and safety requirements, privacy obligations and taxation responsibilities.
- Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.
- Ensure CWAATSICH complies with all contractual obligations.

Clinical Support Skillset

To work with and monitor Reception team and associated tasks, Clinical team and associated tasks
All duties are to be carried out in conjunction with CWAATSICH’s policies and procedures and within the scope of practice of your qualification and / or registration.

General

- To actively participate in CWAATSICH team meetings.
- To attend training sessions in-house and external courses when required.
- General housekeeping such as tidying and cleaning of CWAATSICH service areas when necessary.
- Undertake other duties and / or responsibilities as required as directed by the practice operations manager and Chief Executive Office.
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Expected behaviours and personal attributes

- Demonstrated patient| client-focused approach in service provision with genuine empathy and interest in their needs.
- Demonstrated excellence in interpersonal and communication skills, both written and verbal.
- Always be well-presented, friendly, courteous and obliging.
- Always represent CWAATSICH in a confident and positive manner.
- Undertake all duties in a diligent manner, with honesty and integrity,
- Maintain absolute confidentiality regarding patient / client and clinic information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.



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- Demonstrated ability to work cooperatively and independently.
- Demonstrated ability to prioritise and organise, with attention to detail.
- Demonstrated commitment to ongoing professional development.

Position Requirements

- Qualification(s) in Aboriginal and Torres Strait Islander Primary Health Care, Practice Management, business management or equivalent in previous clinic administration and management preferably in ACCHO setting.
- Current Positive Blue Card Notice
- Current Criminal History Check
- Current Queensland Open's Driver's License.
- Current First Aid Certificate/CPR
- Experience in managing a team is desirable
- Previous experience within an Aboriginal Community Controlled Health Service - preferred

Key Selection Criteria

Applicants must address all selection criteria in their application for this position and will be assessed against the following criteria:

- Working knowledge of health issues affecting Aboriginal and Torres Strait Islander people and a strong commitment to improving health outcomes
- An ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people.
- Ability to work as part of a multi-disciplinary team and understand the cycle of care patient system
- Demonstrated ability to identify process requirements and document work procedures
- Demonstrated office management skills, knowledge and experience with patient management and Medicare claims systems
- Demonstrated sound knowledge of the Medicare Benefits Schedule and its application in an ACCHO setting,
- Demonstrated organisational skills, including an ability to multi-task, to plan, set and prioritise workloads to meet deadlines, and to work independently, efficiently and effectively.
- Problem-solving skills, which will enable the appointee to demonstrate reasoning, judgment and analytical skills in the resolving of routine and operational issues.
- demonstrated effective team leadership skills including the ability to guide, mentor and supervise staff on a day-to-day basis
- Computer and Word-processing Skills including MS Office, Excel and Client Databases
- Effective interpersonal skills including a high standard of customer service skills
- Demonstrated ability to meet targets and performance outcomes