

## Employee Position Description

Position Details		
<b>Position Title:</b> Practice Manager Medical	<b>Department:</b> Medical	<b>Reports To:</b> Senior Manager & Primary Care Strategy
<b>Primary Work Site:</b> Hawthorn, Richmond or Doncaster	<b>Is travel between sites required?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Is hybrid working available for role?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Employment Status</b> <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Maximum Term <input type="checkbox"/> Casual		<b>Does the role have direct reports?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Enterprise Agreement:</b> HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (MULTI EMPLOYER) ENTERPRISE AGREEMENT 2022 – 2026)		<b>Classification:</b> Grade 4
Position Primary Purpose		
<p><b>Practice Manager</b></p> <p>The purpose of this position is to support Access Health and Community to deliver high quality, safe and sustainable General Practice medical services. The Practice Manager will proactively monitor and manage the operational performance of our medical clinics. This includes, though is not limited to financial, system and human resources, risk and quality initiatives and supporting positive team performance to deliver sustainable, integrated, quality care and services.</p>		

Key Accountabilities	
Focus Area	Responsibilities
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>Support an engaged workforce by championing a person-centred and values-driven culture.</li> <li>Communicate effectively to inform, engage and empower our people.</li> <li>Ensure the best use of resources to effectively plan, perform and deliver.</li> </ul>

Key Accountabilities	
Focus Area	Responsibilities
	<ul style="list-style-type: none"> <li>• Create and enable talented and diverse teams.</li> <li>• Focus on people’s strengths and champion individual and team development.</li> <li>• Provide time, resources and opportunities for people to develop and thrive.</li> <li>• Invites feedback gratefully and steps into challenging conversations with courage and respect</li> <li>• Role model effective wellbeing practices and supports and guides others in managing stress and stressors</li> <li>• Provide operational management support to team members and coordinate access to clinical support and or supervision as required to General Practitioners and staff within the team.</li> </ul>
<b>Team Performance</b>	<ul style="list-style-type: none"> <li>• Monitor and manage financial and human resource performance targets aligned to organisational objectives and individual development goals.</li> <li>• Contribute to the development of annual service budgets aligned to organisational requirements.</li> <li>• Proactively manage financial performance to budget and reporting on variances and re-mediation plans as required.</li> <li>• Seek to identify new means to improve the financial sustainability and therefore the potential reach of our medical services to those in need in our community.</li> </ul>
<b>Practice Excellence</b>	<ul style="list-style-type: none"> <li>• Together with the Medical Leadership team develop and deliver evidenced based, best practice general practice primary care that is responsive to local community need and is aligned to the organisational service model.</li> <li>• Contribute to the Accreditation of our Medical Clinics to the current RACGP Standards for General Practice, take lead responsibility for ongoing compliance to those Standards and proactively identify opportunities for further improvement to our work practices.</li> <li>• Actively seek, monitor and be responsive to consumer and employee feedback, community engagement and impact measurement to ensure continuous improvement and excellence.</li> </ul>
<b>Commitment to Access</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with our General Practitioners, Customer Service Team, Service Access and other AccessHC health disciplines to ensure clients accessing our medical services can do so efficiently in a medically appropriate timeframe.</li> <li>• Support cross referral and integrated care for clients from and to other AccessHC health disciplines to provide person centred holistic care whilst ensuring our organisation responds to market opportunities.</li> <li>• Ensure GP consult room utilisation and appointment book management and scheduling is planned, monitored and managed effectively to meet clinician, community and organisational needs.</li> </ul>

Key Accountabilities	
Focus Area	Responsibilities
<b>Collaboration &amp; Innovation</b>	<ul style="list-style-type: none"> <li>• Work collaboratively within the Medical Practice and with other portfolio leaders and teams to identify and implement opportunities for innovation and integration of services to achieve better outcomes.</li> <li>• Facilitate and evaluate professional development opportunities to drive excellence and scope of practice competencies</li> <li>• Proactively expand own knowledge and seek out research and evaluation partnerships and participation.</li> <li>• Seek opportunities to engage medical stakeholders and the broader community.</li> <li>• Build and develop operational partnerships across the geography and be alert to strategic opportunities.</li> </ul>
<b>Risk Quality &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensure organisational risk, quality and safety systems are implemented and are monitored across the team.</li> <li>• Monitor compliance with regulatory, contractual and organisational requirements.</li> <li>• Actively contribute to the development, review and implementation of policies and procedures to support best practice care provision, including though not limited to accreditation activities.</li> <li>• Work with our Medical Director and clinical team to ensure effective clinical risk management is implemented and monitored across the team.</li> <li>• Ensure incidents and feedback are proactively managed in accordance with policy and procedure, adopting a just culture approach.</li> </ul>
<p><i>Beyond the key accountabilities specific to the role, all employees are expected to demonstrate the values of the organisation and the capabilities set out in the AccessHC Core Capability Framework (Attachment 1). The position description outlines the key accountabilities of the role but is not exhaustive. All employees will be expected to comply with their manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>	

Selection Criteria	
<b>Screening Requirements</b>	<input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> International Police Check (if lived overseas in last 10 years)
	<input checked="" type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> NDIS Worker Screening
	<input checked="" type="checkbox"/> Australian Driver's License
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualification in Practice Management or Business Management desirable</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years' experience as a Practice Manager.</li> </ul>

Selection Criteria	
	<ul style="list-style-type: none"> <li>• Experience working within a multi-site General Practice operational footprint desirable.</li> </ul>
<b>Demonstrated Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong people leadership and demonstrated administrative management capabilities.</li> <li>• Excellent communication, interpersonal and problem-solving skills.</li> <li>• In-depth knowledge of contemporary General Practice primary care.</li> <li>• Experience working with Medical Director or Best Practice Software.</li> <li>• High level of accountability, performing against targets and delivering financially sustainable services.</li> <li>• Experience working with Cubiko and HotDoc desirable but not essential.</li> </ul>
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</p>	

Authorisations	
<b>Employee Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /	<b>Manager Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /