

# Practice Manager

## Success Profile

As at 27/05/2025

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| <b>You will make a difference by</b>                       | <ul style="list-style-type: none"> <li>• Being responsible for the overall operations of the delivery of efficient and effective comprehensive primary health care in the GP clinic.</li> <li>• Being accountable for administration, leadership and oversight of health service quality and safety and medical billings.</li> <li>• Working closely with the Senior Manager Clinical Services to ensure quality service provision is provided and will also assist regards to grants, projects and innovations for the GP clinic.</li> </ul>  |
| <b>To succeed, you will need</b>                           | <ul style="list-style-type: none"> <li>• Division 1 Registered Nurse with current AHPRA registration</li> <li>• Required to be a Nurse Immuniser</li> <li>• Previous experience in a leadership role at a General Practice clinic.</li> <li>• Understanding of the basics of business and the fundamentals of practice management, inclusive of Medicare billing codes, financial recording, operations, human resources and marketing.</li> <li>• Proficient experience in the use of Best Practice and PENCAT and the ability to generate reports.</li> <li>• The ability to utilise PRODA and record General Practice mandatory reporting.</li> <li>• Experience in report writing and submission applications.</li> <li>• Knowledge of Infection Control standards, National immunisation guidelines, RACGP standards and Drugs and Poisons legislation.</li> <li>• Strong leadership, excellent communication, negotiation and interpersonal skills.</li> <li>• Advanced problem solving and decision-making skills.</li> <li>• Excellent time management skills.</li> <li>• Ability to work independently but also work within a team.</li> <li>• Sound conceptual, analytical and strategic thinking skills.</li> <li>• Current and valid Victorian Working with Children's Check.</li> </ul> |
| <b>You will improve and promote One Team IPC Health by</b> | <ul style="list-style-type: none"> <li>• Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>)</li> <li>• Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>)</li> <li>• Learning, experimenting and innovating (<i>We are creative</i>)</li> </ul>   |
| <b>We will contribute to your success by</b>               | <ul style="list-style-type: none"> <li>• Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>• Aligning the contribution you make to IPC Health's strategy.</li> <li>• Guiding you in what to do, when and how to do it.</li> </ul>   |



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|                               | <ul style="list-style-type: none"> <li>• Developing your skills with regular feedback and exploring career opportunities.</li> <li>• Ensuring you feel fulfilled at the end of each workday.</li> <li>• Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>   |
| Key Deliverables and Measures | <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Work together with the Senior Manager Clinical Services in relation to identifying gaps in the service and business growth opportunities.</li> <li>• Assist in planning and leading the implementation of change and innovation initiatives to improve the quality of care in the GP clinic.</li> <li>• Facilitate the development and maintenance of the GP clinic's processes and practices that deliver quality client outcomes and drive improved efficiencies.</li> <li>• Review all patient billings daily to ensure that billing codes are accurate and identify opportunities for billings.</li> <li>• Provision of leadership to the team to ensure GP and nursing services are responsive to community needs.</li> <li>• Provide direction, guidance, training and support to all staff to ensure they are working to the expected standards of care based on RACGP accreditation standards.</li> <li>• Liaise with organisations and departments, both internal and external, to build relationships, opportunities and achieve outcomes.</li> <li>• Ensure Senior Manager Clinical Services is made aware of any issues which may impact on service delivery and or of any issues which may impact on the team.</li> <li>• Responsible for reviewing clinical incidents and client feedback.</li> <li>• Responds to and coordinates the resolution of clinical incidents and client feedback in line with regulatory standards and organisational policy.</li> <li>• Coordination of external medical and nursing students.</li> <li>• Assist the Senior Manager Clinical Services with any information required for PIPs, WIPs and SIPs or any other administration duties.</li> <li>• Ensure electronic health summaries are uploaded and quarterly target met.</li> </ul> <p><b>People and Culture Development</b></p> |

- Conduct annual Performance Management Development plans for direct reports and ensure 100% compliance with all annual competencies.
- Conduct monthly practice meetings to engage staff and share performance related to the General Practice service.
- Lead the goals, vision and mission set out for the GP services by the Senior Manager Clinical Services with all staff, as the basis for developing team goals.
- Ensure staff understands the link between team goals and goals of the organisation.
- Ensure the nursing roster is reflective of service need.
- Assist in recruitment, induction and training of new staff members to the clinic.

### Quality of Care

- Ensure ongoing maintenance of RACGP Accreditation Standards.
- Monitor and enforce KPIs and report on monthly basis.
- Provide overall leadership to ensure the required standard of client care is continuously achieved.
- Work with the Quality and Risk team to ensure all Policy and Procedures relating to the Clinic and GP program manual are up to date.

### Quality and Continuous Improvement

- Conduct one quality improvement project annually.
- Participate in quality service improvements and internal audit compliance as directed.
- Proactively ensure that infection prevention and infection control measures are in place.
- Maintenance of the practice environment.
- Ensure Risk Register is maintained for the clinic.
- Participate and lead RACGP Accreditation Standards assessment every 3 years.

### Professional Development

- Ensure performance and ongoing professional development for direct reporting staff is consistent with IPC Health policies and processes.
- Actively participate in own professional and performance development processes.

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| <b>Team</b>              | <ul style="list-style-type: none"> <li>• General Practices</li> </ul>   |
| <b>Reports to</b>        | <ul style="list-style-type: none"> <li>• Senior Manager Clinical Services</li> </ul>  |
| <b>Key relationships</b> | <ul style="list-style-type: none"> <li>• GPs, nurses, clients, Client Service Officers and Team Leaders, external providers relating to client needs, IPC Health programs,</li> </ul> |

Quality Partners, IT support, Best Practice, NWMPHN, HotDoc, Medicare.

## Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

## Our Values

### We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



### We make a difference

We act with purpose, measure our results and celebrate achievements.



### We are creative

We learn, experiment and innovate.

