

POSITION DESCRIPTION

Position:	PRACTICE MANAGER
Department:	MEDICAL CENTRE
Reports to:	Director of Nursing
Award:	<i>Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</i>
Classification:	Grade 3

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities including Urgent care, Acute care, Transition care, Aged care, Primary care via our GP Clinic and a broad range of community and home-based service

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, Victoria's highest mountains, lakes, rivers and vineyards.

Consistent with our mission, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country. We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and
Investing in strategic partnerships and alliances that help achieve better service outcomes.

Omeo District Health is an equal opportunity employer. ODH has adopted a common set of values across the organisation and developed a mandatory code of conduct and associated behaviours around these values.

Our values drive our everyday work demonstrating our commitment and care for our community and staff.

Department

Omeo Medical Centre is a friendly welcoming clinic, catering to all ages and all backgrounds. It is fully accredited against the Royal Australian College of General Practitioners (RACGP) Standards by the Australian General Practice Accreditation Limited (AGPAL).

It offers onsite and virtual GP and practice nurse appointments, as well as a range of medical procedures with fully functional treatment / consultation room. We have experienced locum doctors that work on a rotation, all of whom have General Registration with the Australian Health Practitioners Regulatory Agency (AHPRA).

The co-location of the medical centre enables strongly integrated care with the full range of health services offered by Omeo District Health and the urgent care centre.

Role

Position Summary

The Practice Manager is responsible for the day to day running of the Medical Practice (“the Practice”) to ensure the effective and efficient functioning of a quality client centred service.

Core components of the role include practice management, people management, financial, administrative and specialised medical administrative operations.

Key Responsibilities

Service planning and delivery management:

- Works proactively with all members of the ODH administrative, clinical and support services teams in meeting ODH’s strategic and operational service delivery aims.
- Actively participate in meetings related to organisational work practices and ensure relevant policies and procedures capture Medical Centre needs
- Provide accurate processing and submission of data required for internal and external reporting, including various government entities, training providers (where applicable) etc
- Identify opportunities for improvement and take initiative for planning and implementation of new initiatives or systems in consultation with the Director of Nursing and relevant others
- In consultation with the Executive Leadership Team, define and support the implementation of annual service delivery goals and KPIs for the Medical Practice that align with the organisation’s strategic plan.
- Actively analyse and utilise available data sources to understand trends and opportunities related to the Medical Practice activities.
- Establish productive relationships with other similar health service providers at a strategic and operational level

Financial Management:

- Create invoices and prepare patient documentation for patients including those for TAC, WorkCover claims.
- Monitor daily processing of billings for accuracy and employ timely follow up of identified issues, errors or claim rejections within, Medicare Online Claiming, easy claim and private billings.
- Monitor the processing of client billings and payment of accounts and keep the Director of Nursing informed of any trends or issues.
- Facilitate standard finance functions including review and management of the Practice budget and accounts and effective debtor management strategies.
- Utilise a range of software reporting capabilities (including Excel) to undertake monitoring and reporting of key metrics and financial performance at practice and individual practitioner level.
- Ensure scheduled Practice fees are reviewed annually and databases and resources updated accordingly.
- Field enquiries regarding General Practice related accounts and liaise with other areas, as required.

Staff management:

- Work with agencies such as RWAV to recruit and contract visiting medical officers (VMOs).
- Provide supervision to Reception staff. Ensure Reception staff are supported via regular staff meetings, performance reviews, and professional development activities. Undertake Reception duties on days where there is no dedicated Receptionist.
- Manage the VMO roster and appointment book schedule incorporating leave planning and Education training commitments.
- Assist with collating of VMO credentialling information including AHPRA registrations, national police checks, working with children and other relevant information and consult with the Director of Medical Service or Director of Nursing, as relevant.
- Assist VMO's, Locum Agency's and RWAV in loading details into CGOV the credentialling platform used by ODH, to ensure that all OMC employees and contractors employment documentation is up to date and current in accordance with legislative requirement and ODH policy.
- Ensure education and supervision arrangements for Medical Students are accommodated within the VMO appointment book and liaise with University Coordinators of General Practice to place Medical Students accordingly.
- Provide local orientation for VMO's when they begin working at the practice for first time and facilitate connection with the DMS as relevant
- Facilitate induction and education of new staff including non-clinical components of VMO roles.
- Employ sound planning processes to ensure workforce sustainability, including ensuring that succession planning and coverage for planned and unplanned leave is in place.
- Ensure processing of medical practice allocated staff timesheet data in Kronos in a timely manner and in accordance with legislation and ODH policy.
- Undertake or contribute to performance management and training and development of administrative staff reporting to the position recognising that the Director of Nursing has oversight of the performance and development of nursing staff and medical staff performance oversight rests with the Director of Medical Services).

Quality and Safety:

- Actively participate in the Omeo District Health quality improvement program and accreditation processes
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers engagement in their care
- Provide leadership to the Practice team with regards to General Practice Accreditation.
- Prepare and update Medical Centre reports for regular Quality Graphs and other trend analysis relating to statistical, incident and consumer feedback data
- Drive the formulation of improvement strategies and assist in the implementation of relevant action plans
- ODH is committed to the principals of Health Literacy and requires staff to adopt a range of health literacy strategies into their work practices.

Legislation, Regulations and Standards

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

Privacy, Dignity & Confidentiality

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

Workplace culture

- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

Occupational Health and Safety

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

Infection Control

- Promotes optimal infection control practices, appreciating the importance of Hand Hygiene as the single most important factor in reducing the risk of spreading infection.

Professional Development

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Complete ODH Mandatory Education Training annually.

Key Selection Criteria

Selection assessment will be based on demonstrated expertise, performance and other attributes and qualifications relevant to the role.

1. Leadership

- Evidence of leading and coordinating activities in a complex office environment.
- Demonstrated ability to lead and prioritising workload to meet deadlines.
- Excellent time management and high level of attention to detail.

2. Technical expertise

- Knowledge of MBS item numbers and when they apply
- Knowledge and/or experience in the implementation of RACGP practice accreditation and compliance requirements including application of Health Insurance Act 1973
- A demonstrated high level of computer skills and digital literacy.
- Demonstrated ability to analyse data and manage the production of corporate reports and publications.

3. Communication

- Excellent written and verbal communication
- Evidence of optimal communication skills supporting effective interaction with management, staff, other health agencies, professionals and customers and the wider community
- Demonstrated ability to work with confidential and sensitive information and issues concerning confidentiality
- Ensure optimal sharing and handover of information to support business continuity and positive patient outcomes

4. Teamwork

- Demonstrate commitment to co-operation and a team approach and exhibiting a positive personal contribution to the practice and ODH culture
- Demonstrated experience and the ability to work efficiently with a wide range of individuals to provide executive support and promote efficient and effective service provision.
- Ability to work in a multidisciplinary team in an organisational environment of rapid change.
- Ability to work flexibility and sometimes independently (if required)

5. Continuous improvement

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Demonstrate expertise or understanding of how to incorporate continuous quality improvement in all aspects of the role and in accordance with ODH policies.
- Experience in reporting, reviewing and reporting of incidents or hazards and taking proactive action to improve / prevent re-occurrence
- Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
- Have, or participate in, processes to monitor and evaluate the performance of the services provided

Other

- Valid Victorian Driver licence.
- Screening - Current National Police Check and NDIS check

Required

- Demonstrated leadership and proven ability to manage all aspects of day-to-day operations within a medical practice setting or similar
- Formal qualifications and/or experience in Microsoft Office applications

Desirable

- Relevant health, business or administration qualifications – preferably Certificate III or IV in Business or higher qualification or evidence of working towards same
- Experience with health industry specific programs would be beneficial. For example, electronic health records, e-health, HPOS

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

Aspects of Normal Workplace	Frequency
<u>Work Environment</u> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a flexible roster spanning all shifts with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Work in locations geographically separated from the main facility. • Single beds for patients. All beds are fully electric. There is no requirement to lift bed heads or foot ends. Height adjustment is via a button. • Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact. 	Continual Continual Continual Continual Occasionally Occasionally Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer / keyboard work, filing, writing, participating in meetings, concentrating for long periods of time (regular, daily basis) • Use of technology including photocopiers, telephones including mobiles, fax, overhead projectors, televisions, video, electronic white boards, drill presses and guillotines. • Undertake manual handling of equipment (eg, lifting, pulling, pushing, transferring, twisting) on a daily basis. • Participation in hazard identification and improvement strategies. 	Continual Continual Continual Occasionally Continual
<u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with General Practitioner, Medical Nursing, Medical Students and Administration Staff • Interact with colleagues and other hospital staff • Interact with members of the public • Interact with patients and relatives 	Continual Continual Continual Continual Continual

Performance Review:

Six months after commencement of employment, then annually thereafter.

I,

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: _____ Date:/...../.....