



POSITION DESCRIPTION

BUSINESS/PRACTICE MANAGER

Position:	Business/Practice Manager
Reporting to:	Practice Principles
Direct reports:	12 non-clinical staff (supporting up to 25 clinical staff)
Positions delegated authority	Approve up to \$5,000
Position tenure	Full time 38 hours per week

Key objectives of the position

The Practice Manager is responsible and accountable for the smooth day to day operations of Riverstone Family Medical Practice. The position is required to manage, develop, implement, monitor and review systems and processes which ensure financial viability, efficient and effective service delivery and operations.

Key Areas of Responsibility & Accountability

Strategic business management

- In consultation with Practice Principles develop, implement and review a strategic plan every 2 years through an effective strategic planning cycle to ensure financial viability and growth in alignment with our Vision, Values, Mission statement and Objectives.
- Prepare and implement a business plan every 12 months arising from the strategic plan as agreed and approved by Practice Principles.
- Ensure the business plan is maintained and agreed outcomes achieved within the agreed timeframes and allocated resources.
- Provide monthly reports to Practice Principles of business activity against agreed business plan.
- Undertake benchmarking against medical practices of similar size within other communities.
- Research current, future and changing needs of the community and develop, implement and measure strategies and actions to meet those identified needs.

Financial management

- In consultation with Practice Principles prepare and implement operational budgets.
- Work in a consultative approach with Bookkeeper and Accountant ensuring financial records, taxation records and required reports are prepared in a timely and accurate manner.
- Maintain and report to Practice Principles monthly debits and accounts payable activities in association with accurate P&L monthly statements.
- Maintain an accurate petty cash system, stock control system and general ledger.
- Administer payroll for all employees in an effective manner ensuring all areas of compliance are met and timely, accurate payroll functions occur.

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- Ensure the Practice obligations are met including but not limited to superannuation and taxation and other statutory requirements and legislation through accurate record keeping processes.
- Monitor billing processes supporting and coaching our administration team in effective billing actions and the clinical team in correct billing processes.

Staff management – non clinical staff

- Lead and manage staff on a day to day basis ensuring smooth operation of the practice using delegation appropriately, ensuring accountability and regular feedback.
 - Ensure all staff are aware of our Vision, Values, Mission statement and objectives.
 - Prepare and implement staffing rosters to ensure adequate staffing resources at all times, taking account of training, vacations and absenteeism.
 - Undertake recruitment and selection processes, ensure contracts are clear and accurate and oversee new employee onboarding to their role in the Practice.
 - Support staff daily through being present for a time in the front service area.
 - Foster an effective team culture of problem-solving, empowered staff who are motivated, accountable and responsible in the delivery of their work tasks
 - Coach, mentor and develop staff to promote the highest standard of customer service and provide opportunities for individual professional development as needed.
 - Coach staff to promote a strong and effective group working environment that embraces the concept of “team” for staff and patients, appreciates diversity and allows for disagreement with expeditious conflict resolution.
 - Undertake regular and in time performance reviews of staff against key performance indicators.
 - Address any conduct or underperformance concerns in a respectful, timely manner, in consultation with Practice Principles if the situation is not rapidly resolved.
 - Coordinate & lead practice meetings weekly to ensure excellent communication within the Practice.
 - Ensure awareness and understanding of Fair Work Act 2009, National Employment Standards and other regulations or relevant legislation with employee management ensuring all obligations are met.
 - Ensure all staff are aware of and compliant with Privacy Legislation.
 - Maintain personnel files ensuring privacy and confidentiality obligations are met.
 - Ensure relevant staff are kept informed of changes made to systems, policies, procedures and local work instructions as required.
- **Clinical staff support**
 - Manage administrative issues with respect to employment of clinical staff and students doing clinical placements in the Practice.
 - Review and improve practice systems to support the provision of a high-quality clinical care to our patients.

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Public relations and marketing

- Ensure publication of practice newsletter every month, that is accurate, informative and interesting ensuring our customers are informed of practice activities and achievements and upcoming events.
- Develop systems that monitor and measure customer satisfaction, implementing actions that result in at least 90% customer satisfaction rating.
- Maintain and develop the Practice website to be user friendly, effective and to reach the broader community through effective search engine optimisation.
- Develop and implement effective marketing strategies that includes social media platforms, networking within our local community or other means.
- Develop and implement effective feedback mediums for all our customers, analyse data and implement appropriate corrective actions to improve customer experiences.
- Manage complaints in a prompt, objective and professional manner escalating to Practice Principles dependent on the nature and impact to our branding and reputation.
- Liaise with community groups to grow our connections with the local community
- Develop a marketing plan and management processes to grow our involvement with local businesses.

Office administration and asset management

- Maintain computer hardware and software in conjunction with suppliers; liaise with our IT support provider to ensure we have the most cost-effective solutions to enhance workflow.
- Ensure the equipment list and maintenance schedule is up-to-date with everything in working order at all times.
- Prepare recommendations and arrange finance for purchase of capital equipment.
- Look for cost-effective ways to improve efficiency and output throughout the Practice, minimising errors or breakdown of equipment.
- Ensure excellent stock control.

Quality and compliance

- In consultation with Practice Principles undertake internal audits to ensure compliance in the key areas of cervical cancer screening, chronic disease management targets, RACGP Red Book preventative health activities and correct usage of Medicare item numbers
- Prepare the practice for 3-yearly external audits for accreditation against the current RACGP Standards for General Practice.
- Ensure practice complies with all contractual obligations including eligibility for accreditation, practice incentive payments and any grants.
- Participate in progression towards achievement of the “Quadruple Aims” as defined in the literature about Patient-Centred Medical Home.
- Support our Practice involvement in the Commonwealth Health Department’s Health Care Homes trial.

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- Maintain accurate information and updates regarding Medicare, WorkCover and other regulatory authorities.
- Maintain and ensure timely reviews of policies and procedures and local work instructions
- Keep accurate records of critical incidents and disseminate information to all staff to improve Practice services.

Work Health and Safety (WHS)

- Devise and implement risk management strategies including risks to business, staff and customers
- Establish a disaster plan which is understood by all staff, is updated annually and practiced every 6 months by end of February and August.
- Ensure PPE equipment is well stocked at all times
- Ensure coordination and completion of any required WHS training is undertaken including the correct use of PPE equipment for all staff.
- Ensure staff and patient safety at all times in accordance with the Violence in the Workplace guidelines.
- Ensure all incidents, accidents and near misses are recorded with appropriate actions undertaken.
- Take reasonable care for own work health safety
- Take reasonable care for the health work safety of other employees and visitors to the practice.
- Ensure the practice meets all obligations in relation to Work Health and Safety.

Required qualities and skills

- Goal-oriented, outcome-driven work ethic with high emotional intelligence.
- Capacity to inspire exceptional performance in your team
- Undertake all duties in a diligent manner, with honesty and integrity.
- Have a vigilant attitude to accuracy and high standards of performance.
- Ability to work cooperatively and independently.
- Ability to prioritise and organise, with attention to detail.
- Represent the practice in a confident and positive manner at all times
- Demonstrated commitment to ongoing professional development.
- Demonstrated understanding of and commitment to confidentiality regarding customer and practice information.



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Education, Qualifications and Experience

ESSENTIAL:

- Proven ability to lead and manage a small to medium business including human resources, strategic and day-to-day planning, budgeting & reporting (minimum of two years' experience in this role).
- Evidence of knowledge and compliance with statutory and regulatory obligations including employment, OH&S, privacy and taxation.
- Demonstrated capacity to build a team to the level of exceptional customer service
- Moderate to advanced skills in Microsoft Office suite.
- Demonstrated capacity to learn quickly and willingness to identify and address weaknesses.
- Excellent interpersonal and communication skills, both written and verbal.

DESIRABLE:

- Knowledge of Best Practice software, MYOB accounting software, PABX telephone systems and medical equipment commonly used in General Practice.
- Familiarity with Medicare item numbers and the HIC
- Accredited training in business or medical practice management with a knowledge of medical terminology.
- Member of AAPM.
- CPR/Triage training and/or experience.
- Experience with a broad range of social groups including children, adolescents, indigenous and elderly.
- Training and/or experience in management of emergencies, handling complaints, Medicare & health funds, basic infection control, safe handling & disposal of medical waste, etc.

I have read and understood the position description of Practice Manager, including the accountabilities and responsibilities of this position.

Employee signature

Employee name

Date