



Job and Person Specification

Pika Wiya Health Service Aboriginal Corporation is an Aboriginal Community Controlled Health Organisation which provides culturally appropriate, comprehensive Primary Health Care Services, Social support and training to all Aboriginal and Torres Strait Islander people in Port Augusta and the surrounding catchment area, with clinics located at Dartmouth Street, Port Augusta, Davenport, Copley and Nepabunna.

Title of Position **Office Practice Manager**

Classification **Admin 4**

Type of Appointment **Contract (up to 30.6.18)**

Position No./FTE? **1.0**

Job and Person Specification Approval

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CEO

...../...../.....
Date

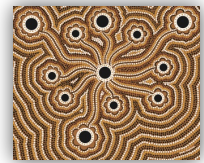
JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation's goals:

The Office Practice Manager is responsible to the Chief Executive Officer and for the provision of specialised clerical, patient transport and administrative services within the clinical/administrative component of the Corporation by way of:

- Providing supervision, advice and assistance with income maintenance to all Clinic Staff within the Corporation relating to generating income and training on a day to day basis for Doctors, RN's, AHW's and receptionists.
- Oversee the implementation of on call and recall systems,
- In liaison with Medical Officers, responsible for the distribution of client notes to appropriate statutory / legal authorities upon request,
- Carry out a comprehensive orientation re: Medicare, PIP – Administrator of Communicare, and medical record system with new employees including Reception personnel and Medical Officers,

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- Provide an avenue of advocacy between Medical Officers, Reception and Administrative Personnel.
- Ensuring that methods of generating income via Medicare, MBS Item Numbers, PIP (Practice Incentive Payments) and SIP (Service Incentive Payments) and PNIP (Practice Nurse Incentive Payments) are developed and maintained in line with set guidelines,
- Overseeing Accreditation processes, participating and contributing to quality improvement programs and other activities to meet accreditation standards
- Acting as an Administrator of the Communicare medical records system
- Overseeing provision of client support in completing PATS processes

2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the organisation:

The Office Practice Manager, reports to the Clinical Services Manager regarding all work within a multi-disciplinary team.

The Office Practice Manager is responsible for the management of all reception and transport staff across all sites and provides support and guidance to Medical Officers, Registrars and Medical Students.

The role is included as part of the general management team of the organisation and requires involvement in all aspects of clinic management in close collaboration with the Clinic Supervisor, The Clinical Services Manager and the Medical Director.

The position is located in Port Augusta and predominantly based within the Community Health Centre (Dartmouth Street) but may require work at any other satellite sites from time to time.

3. Special Conditions:

- All employees, visiting specialists and contract workers are expected to complete Cultural Safety Training and practice within the PWHSAC Cultural Responsiveness Framework.
- Appointment is subject to a satisfactory national Police/Criminal Record Check and any other relevant background checks determined by area of work, obtained through the Screening Unit, Department for Communities and Social Inclusion (DCSI). All checks to be renewed every 3 years thereafter from date of issue prior to the due date to enable continuity of employment.
- All employees are required to participate in the organisation's Professional/Performance Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to Pika Wiya Health Service Aboriginal Corporation values and strategic directions and the Code of Conduct.
- All employees are required to participate in random drug testing strategies that may apply according to the Alcohol and other Drugs in the Workplace Policy.
- All employees are required to actively participate in Continuous Quality Improvement activities including Plan, Do, Study, Act (PDSA) cycles in line with organisation goals and strategies and in compliance with funding agreements.

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- All employees must be aware of, and abide by, the requirements of the Work Health and Safety Act 2012, taking reasonable care of their own safety and the safety of others in the workplace.
- Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.
- Some out of hours work and intrastate travel may be required necessitating overnight absences and may include the attendance at relevant workshops/ seminars. All accumulated time in lieu is expected to be managed and will be negotiated as per enterprise agreement.
- A current S.A. driver's licence is essential

4. Statement of Key Outcomes and Activities:

The Office Practice Manager must ensure that the utmost confidentiality is maintained in all aspects associated with and relevant to the operations of the Corporation as a whole, and the delivery of services to its clients.

Provision of a courteous, efficient and effective customer contact service, both in person and by telephone, for the purposes of:-

- making appointments for clients seeking medical consultations,
- making appointments for clients seeking emergency relief assistance,
- making necessary Specialist appointments as directed by medical personnel,
- referring clients to appropriate program / administrative personnel,
- Maintenance of up to date Specialist names and contact numbers.

Ensure that a complete knowledge of all duties carried out by Receptionists is maintained accurately by:-

- in liaison with Human Resources Manager, conducting staff appraisals / reviews,
- in liaison with the Human Resources Manager, ensure that Procedure Manuals and J&P Specifications relevant to each Receptionist position is updated on an annual basis.
- workplace to include work practices, WH&S (fire evacuation and duress alarm procedures),
- implementing and overseeing time management processes,
- developing and overseeing the rotation of clerical personnel throughout each of the Service's reception areas ensuring that skills and knowledge of each area is attained prior to placement,
- ensuring that the training requirements of clerical personnel is achieved, via recognised training authorities,
- supervision of daily time recording practices,
- overseeing the dissemination of incoming and outgoing medical information and reports, ensuring a complete log of information is accurately maintained,
- authorising leave forms and, in liaison with the Human Resources Manager, the attainment of casual personnel to cover periods of absence.

Manage the Transport Officers via:

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- Providing weekly rosters to cover Dialysis and clinic transport needs including weekends
- Ensuring good lines of communication between reception staff and transport officers
- Monitoring systems of transport booking to ensure continuity of service delivery

As an Administrator of the Communicare medical records system:-

- allocation of appropriate access levels to new / existing employees,
- provide in-house training to new / existing employees in the use of the system,
- ensuring that all electronic Medicare claims are processed in an accurate and timely manner,
- provide statistical reports from the system as required.

Ensure that weekly doctor's rosters are developed and circulated to all relevant sections / personnel / external interested parties.

Develop and maintain good working relationships with external organisations involved in recruitment and placement of Medical Officers, Registrars and Medical Students such as universities, GPEX, AHCSA and Medical locum agencies.

Coordinate and liaise with all staff re Clinic meetings.

Attendance at regular meetings for the purpose of obtaining whole of service staffing status / program delivery events etc, with information reported to clerical team.

Ensure that weekly reception and transport officer rosters are developed and circulated to all relevant personnel.

Instrumental in maintaining an accredited Service via GPA Accreditation *plus* by:-

- liaising with GPA and co-ordinating planned visits,
- ensuring that all appropriate paperwork is completed efficiently,
- ensuring that the GPA *plus* Accreditation Manual is updated on a regular basis, and made available to all personnel.

Oversee the maintenance of health records by ensuring that:-

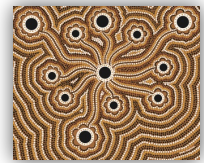
- all medical data is filed on a daily basis, ensuring that up to date, accurate and concise medical records are available to the medical staff.

Be responsible for all documentation being accurate and completed in a professional and timely manner

- Supervise, co-ordinate and prioritise workload of clerical staff in the clinic,
- Co-ordinate staff to ensure all resources necessary to manage the office through management of stock and consumables
- Co-ordination of visiting relief General Practitioners and Registrars including paperwork, travel and accommodation

At the direction of the Pika Wiya Health Service Aboriginal Corporation, undertake medical receptionist, Communicare Administration, first aid and any other training seen as significant to the efficient and effective delivery of reception services.

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I have read and understand the Terms and Conditions of the above Job & Person Specification, and in accepting the position, agree to the requirements therein.
I further acknowledge a review of this Job & Person Specification will be undertaken annually.

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(Employee Signature)

.....
(Witness Signature)

.....
(Employee Name)

.....
(Witness Name)

...../...../..... (Date)

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PERSON SPECIFICATION

Essential Minimum Requirements

Education/Qualifications:

- Cert IV Business Administration or equivalent as a base qualification
- Demonstrated training in Communicare or willing to work towards
- Must have or willing to obtain PRODA and HPOS access
- Must possess a current First Aid Certificate.
- Must possess a current drivers licence

Experience:

- Demonstrated experience of working with and within the Aboriginal community,
- Demonstrated work history working in medical administration and management
- Demonstrated experience in Medicare billing and claims management
- Experience in clinical and medical reception, office procedures and electronic medical record systems.
- Past experience in participation in and contribution to quality improvement health programs to meet Service/Accreditation Standards.

Knowledge:

- Broad knowledge of Primary Health Care and health issues as they relate to Aboriginal people.
- Deep understanding and competency of Aboriginal Culture
- Working knowledge of medical terminology
- Knowledge of legal obligations regarding statutory requests and principles of confidentiality.
- Knowledge and understanding of the Medicare Rebate System and Practice Incentive Program

Personal Skills/Abilities

- Ability to work in, take a lead role and nurture a team environment
- Proven leadership including administrative and supervisory skills
- Ability to communicate effectively, orally and in writing that includes the preparations of reports, tables and documents,
- Ability to use Microsoft Office products including Word, Outlook and Excel.
- Through demonstrated self motivation, a proven ability to prioritise work loads and meet organisational deadlines.
- Ability to think creatively and to develop innovative work practices.
- Highly developed computer programs/systems and word processing skills.
- Demonstrate ability in responsibility for continuously maintaining the Organisation's Practice Policy and Procedure Manual to ensure that all times Pika Wiya Health Service Aboriginal Corporation meet all Government Legislative requirements.
- Able to conduct day to day business with staff and clients using tact and diplomacy; and project empathy for others.

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- Demonstrated confident, conflict resolution skills and understanding of outcomes based processes.

Desirable Requirements

Education/Qualifications:

- Degree in a relevant health or business field
- Some formal training in continuous quality improvement
- Cert IV TAE in workplace training and assessment
- Communicare Administrator
- Medicare proficient

Experience:

- Previous experience working within an Aboriginal Community Control Health Organisation
- Previous experience in participation in continuous quality improvement
- Previous experience in a Practice Manager role
- Previous experience in providing education and training to employees

Knowledge:

- Good understanding and knowledge of the social determinants of health and how they affect health outcomes in Aboriginal communities
- Good understanding of adult learning

Personal Skills/Abilities

- Facilitation skills
- Ability to chair meetings, take minutes and develop agendas
- Proven ability to provide staff training and assessment