



Where mental wellbeing thrives

## Position Description

### Practice Manager

<b>Location:</b>	<b>headspace</b>
<b>Award:</b>	Flourish Australia Enterprise Agreement (2018)
<b>Classification</b>	Level 8 (Support Services)
<b>Reports to:</b>	Clinical and Operations Manager
<b>Employment Type:</b>	As per employment contract

---

### 1. POSITION SUMMARY

The **headspace** Practice Manager will work under the direction of the Clinical & Operations Manager, to provide accurate business support services to the centre and centre staff.

We are seeking a highly motivated and organised person to facilitate excellence in integrated holistic health care, with the goal of improving outcomes for people accessing the service and the wider community.

The Practice Manager will work collaboratively with the **headspace** team, ensuring all activities are in accordance with the operational and business model of the service and directions provided by the Clinical and Operations Manager.

The Practice Manager will also be responsible for ensuring complex administrative procedures are followed, including as this relates to consulting private and general practitioners and psychiatrists; administration of quality controls such audits, accreditations and registrations; maintaining currency with insurances and overseeing and actively claiming MBS items through Medicare to trigger Medicare subsidies for associated psychological services.

### 2. ORGANISATIONAL INFORMATION

#### 2.1. Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

#### Our Vision

Creating communities where everyone's mental health and wellbeing flourishes.

## **Our Purpose**

Working together for optimal mental health and wellbeing.

## **Our Values**

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

## **2.2. About headspace**

**headspace** is the National Youth Mental Health Foundation committed to supporting young people aged 12-25 years affected by mental health and/or alcohol and other drug (AOD) issues. **headspace** provides early intervention holistic mental health services and brings together local health services under one roof, making it easier for young people and their families to find the information they need.

**headspace** provides services across four core streams; mental health, physical health, work and study support and alcohol and other drug services. The goal is to significantly increase the number of young people that are identified and responded to with evidence-based interventions.

## **3. KEY RESPONSIBILITIES/OUTCOMES**

### **Service Delivery**

- Provide office management to the operations of **headspace**.
- Coordinate the recruitment, induction and training of newly appointed headspace staff as instructed by the Clinical & Operations Manager.
- Manage and support external contractors who deliver services from **headspace**
- Coordinate the set up of all Private Practitioners with Medicare, electronic database platform MMeX and
- Ensure appropriate documentation for credentialing, registration, insurance, and service agreements of private practitioners are on record and kept up to date.
- Ensure Private Practitioner's uphold a high level of professional standards in maintaining accuracy and confidentiality of medical and client records.
- Oversee all daily financial operations of **headspace** including conducting Medicare billing reviews, reconciling of invoices, delivering invoices to accounts, creating the office income report and consortium and/or clinician reports.
- Implement business systems and models to support appointment procedures, room allocation, billing, scheduling, invoicing, and other business administration functions.
- Establish and monitor electronic applications, databases, and the Electronic Medical Record (EMR) systems to ensure financial accountability is in place.
- Establish electronic Medicare billing within the EMR system, and maintain/monitor the billing system on a weekly basis.
- Perform duties as the main point of contact for the office for non-clinical matters, and as otherwise specified by the Clinical & Operations Manager.

- Collaboratively offer support to the Receptionist/ Administration position as required.
- Maintain diligent records by use of progress notes, databases, spreadsheets, etc. to support the operations of **headspace**.
- Conduct internal control surveys every 2 months and produce end of month financial reports.
- Maintain the headspace asset register, practice supplies and manage the stock.
- Oversee the Minimum Data Set established by headspace National Office and submit reports according to established timeframes.
- Participate in service monitoring and review as appropriate.
- In conjunction with the Clinical and Operations Manager, develop and implement quality assurance programs and review client feedback.
- Review and update related local policies and procedures as required.
- Conduct monthly audits of headspace staff files.
- Maintain a staff work skills register for training purposes.

### **Governance**

- Actively assist in progressing the growth and development of the service, in line with the Strategic Plan and client demand.
- Provide regular reports to the Clinical and Operations Manager on service delivery, financial activity, and other key initiatives.
- Ensure compliance with headspace data requirements (e.g. Minimum Data Set).
- Engage in internal and external audits of service delivery as directed.
- Assist with continuous quality improvement activities within the Flourish Australia and **headspace** quality assurance frameworks.
- Ensure complaints, incident reports, and risk management records are documented and responses are in line with the Flourish Australia Grievance and Complaints Policy and Procedure.
- Work collaboratively with private practitioners and staff from consortium partner organisations to ensure the integrity of the **headspace** model and the delivery of best-practice support to young people.

### **Professional Responsibilities and Development**

- Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to business operations of an allied health service.
- Ensure compliance with rules and regulations from Medicare in relation to billing and reporting requirements.
- Participate in Flourish Australia and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.
- Represent Flourish Australia and **headspace** at events, conferences and seminars as appropriate.

### **Workplace Health & Safety (WHS)**

- Assist to ensure a safe workspace and safe working practices by attending orientation and refresher training in relation to WHS policies and procedures.

- Maintain a WHS register and assist with regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.
- Ensure office compliance with WHS legislation and Flourish Australia policies and procedures, including fire safety, testing and tagging of equipment, and other relevant procedures.
- Work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Flourish Australia WHS policies and procedures.
- Comply with all legal, professional, financial, and employment obligations and comply with Flourish Australia policies and procedure.

#### **4. SELECTION CRITERIA**

The following criteria must be met for consideration for this position:

##### **Essential:**

1. Possession of tertiary qualifications in business management, administration, finance, or human resources.
2. Have a minimum 5 years of experience in a similar role(s).
3. Are able to demonstrate an in depth knowledge of allied health/ medical practice management.
4. Have excellent understanding and knowledge of Medicare billing, Electronic Medical Records, and the Australian health system.
5. Able to demonstrate the importance of and have a clear and strong understanding of the value of team work.
6. Have excellent interpersonal and communication skills.
7. Able to demonstrate a flexible approach to service delivery.
8. Have a high degree of computer literacy, including demonstrated experience with report writing and electronic client information management systems.

##### **Desirable:**

1. Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector.
2. Knowledge and understanding of relevant legislation, policies and strategic directions of private allied health services.
3. Knowledge of youth / health / medical sectors.
4. Post graduate qualifications in business, administration, or human resources.
5. Experience in private practice settings.

#### **5. JOB COMPLEXITY, SKILLS, KNOWLEDGE**

##### **5.1 Level of Supervision/Independence**

- The position operates under limited direction and supervision.
- Individuals will have regular reflective practice sessions.

## **5.2 Problem Solving and Judgement/Risk**

- Contribute to the implementation and delivery of the **headspace** service and associated business model.
- Select or design business/ operational systems based on expert knowledge.
- Make decisions regarding finance and billing in accordance with the relevant Flourish Australia policies and procedures.
- Will contribute to the implementation of policies and programs.
- Will be able to contribute to the formulation, implementation, monitoring and evaluation of projects and programs.
- Advice is available on complex or unusual matters.

## **5.3 Professional and Organisational Knowledge**

- Will have advanced knowledge of office management and systems that maximise productivity and performance in an allied health setting.
- Good knowledge of relevant statutory business requirements.
- Expert knowledge of Medicare billing and payments to private allied health and medical contractors.

## **5.4 Breadth of the position**

- May be involved in business expansion activities and/ or associated projects.
- Will be required to participate in and prepare the service for audits (Government and non-Government audits).

## **6. POLICIES AND WORKPLACE PRACTICES**

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Be cognisant with and uphold the objectives and philosophy of **headspace**.
- Act collaboratively with all colleagues.
- Act in a safe and responsible manner at all times.

This position requires the preferred applicant to undergo a Working with Children and National Criminal Records Check.

## 7. Agreement

I, \_\_\_\_\_, have read and understand my obligations as the **headspace** Practice Manager with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

### **headspace** Practice Manager

Name		
Signature		Date:

*Nb: A signed copy of this position description must be returned to the People and Culture department.*