

## Position Description

### headspace Practice Manager

*“Where mental wellbeing thrives”*

#### Position Details

<b>Position Title:</b>	<b>headspace</b> Practice Manager
<b>Position Level:</b>	Level 9 (Support Services)
<b>Agreement:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with letter of offer
<b>Hours of Work:</b>	In accordance with letter of offer

#### Position Summary

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

As a highly motivated and organised person, the Practice Manager facilitates excellence in integrated holistic health care, with the goal of improving outcomes for people accessing the service, their families 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 as 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.

#### About Flourish Australia

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

##### Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

##### Purpose

Our purpose is supporting people to flourish, believe in their future and their place in the community.

##### Values

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

#### About headspace

**headspace** is an early intervention and prevention mental health service based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years (and their families) across four core streams of service: mental health; alcohol and other drugs; physical health; and

social recovery/vocational services. The shared principles of a person-centered, community orientated and youth-friendly approach will deliver sensitive, accessible, and quality services for the target group.

The **headspace** mission is to “promote and facilitate improvements in the mental health, social and emotional wellbeing and economic participation of young people aged 12-25.” The clear intention is to significantly increase the number of young people that are identified and responded to with evidence-based interventions, at a much earlier stage.

For more information about **headspace**, please visit [www.headspace.org.au](http://www.headspace.org.au)

## Relationships and Authority

Reports to: Clinical and Operations Manager, **headspace**

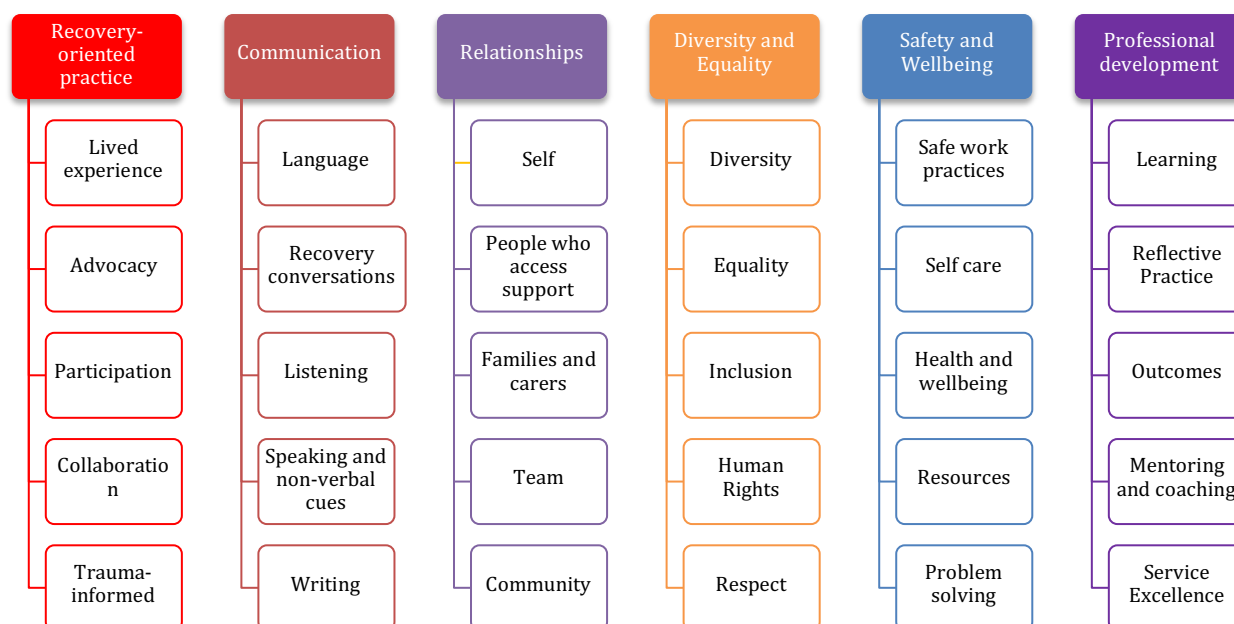
Direct reports: Nil

## Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Complete all mandatory training.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

## Key capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia’s Capability Framework (below).



## Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

*Physical demands/frequency*

Position demand	Frequency	Comments
Standing	Occasionally	May be required.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Rarely	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> <li>• Hand/arm</li> <li>• Foot/leg</li> </ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, as well as for administrative tasks.
Reaching (overhead)	Rarely	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is an activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> <li>• 2kg-5kg</li> <li>• 5kg-10kg</li> <li>• 10kg-15kg</li> <li>• &gt;15kg</li> </ul>	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small.

#### *Psychosocial demands/frequency*

Position demand	Frequency	Comments
Working with distressed people	Rarely	e.g., episodic or grief situations
Working with people who may have experienced trauma	Rarely	e.g., child abuse, history of violence
Exposure to distressing situations	Rarely	e.g., self-harm, death
Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations.

### **Key Tasks and Responsibilities**

#### **Service Delivery**

- Provide office management to the operations of headspace.
- Coordinate the recruitment and induction of newly appointed headspace staff, primarily private practitioners as instructed by the Clinical and Operations Manager including the set up of all requirements through Medicare, electronic database platform MMeX and data systems.
- Manage the administrative support to private practitioners who deliver services from headspace including:
  - a. Ensure appropriate documentation for credentialing, registration, insurance, and service agreements of private practitioners are on record and kept up to date.
  - b. Ensure private practitioner's uphold a high level of professional standards in maintaining accuracy and confidentiality of medical and client records.
  - c. Ensure compliance with headspace data requirements (e.g. Minimum Data Set).
- 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.
- Select or design business/ operational systems based on expert knowledge.
- Perform duties as the main point of contact for the office for non-clinical matters, and as otherwise specified by the Clinical and Operations Manager.
- Collaboratively offer support to the Administration Support positions as required.

- Maintain the headspace asset register, practice supplies and manage the stock.
- Participate in service monitoring and review as appropriate.

### **Governance**

- Actively assist in progressing the growth and development of the service, in line with the Strategic Plan and role delegation.
- Work collaboratively with private practitioners and the team to ensure the integrity of the headspace model and the delivery of best-practice support to young people and their families.
- Provide regular reports to the Clinical and Operations Manager on service delivery, financial activity, and other key initiatives.
- Conduct internal control surveys every 2 months and produce end of month financial reports.
- Establish and monitor electronic applications, databases, and the Electronic Medical Record (EMR) systems to ensure financial accountability is in place including:
  - a. Establish electronic Medicare billing within the EMR system.
  - b. Oversee the processing of Medicare claims and assisting with the billing of other clinical funding sources on a weekly basis. Ensuring appropriate referral paperwork is on file to enable billing.
  - c. Coordinating private contractor invoicing.
  - d. Provide input into forecasts of revenue generation over time.
- Maintain knowledge of, and oversee compliance with, relevant statutory requirements and Medicare requirements.
- Maintain diligent records by use of progress notes, databases, spreadsheets, etc. to support the operations of headspace.
- Contribute, as delegated, to the implementation and delivery of the headspace service and associated business model.
- 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.
- Under the direction of the Clinical and Operations Manager, review and update related local policies and procedures as required.
- In conjunction with the Clinical and Operations Manager, develop and implement quality assurance programs and review client feedback.
- Contribute to the formulation, implementation, monitoring and evaluation of projects and programs.
- Maintain a staff work skills register for training purposes.
- Maintain advanced knowledge of office management and systems that maximise productivity and performance in an allied health setting.

### **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.
- Facilitate positive communication between private practitioners, Consortium staff and lead agency clinicians.
- 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.

### **Required Skills and Personal Attributes**

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- Model and actively promote a culture that strives for and values continuous quality improvement
- Demonstrate perseverance in achieving objectives and cope effectively with setbacks and problems
- Take responsibility for actions and proactively implements work plan and addresses issues.
- Able to manage a diverse workload and meet competing deadlines
- Identify continuous quality improvement opportunities and act upon when/where relevant
- Able to work proactively in an autonomous manner and in a team environment
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy
- Value diversity, family inclusive practice and be respectful at all times
- Commit to the prevention and detection of fraud
- Be committed to professional and ethical conduct

### **Key Selection Criteria**

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*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

#### **Essential:**

1. Possession of tertiary qualifications in business management, administration, finance, or human resources.
2. Have a minimum 3 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 an understanding of recovery focused and family inclusive practice.
7. Have excellent interpersonal and communication.
8. Able to demonstrate a flexible approach to service delivery.
9. 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. Experience in private practice settings.

All appointments are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation.

**Agreement**

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I, \_\_\_\_\_, have read and understand my obligations as a **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 team.*