



Position Description

Position Title:	Practice Manager (Full Time)
Award/classification:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011 – 2015/Grade 6
Directorate:	Infrastructure and Medical Services
Reports to:	General Manager, Infrastructure and Medical Services
Direct reports:	Medical staff
Effective date:	Nov 2018

Overall Position Purpose

This position contributes to the success of DPV Health through the design, planning and leadership, and financial sustainability of DPV Health Hume GP Super Clinic located at Broadmeadows. The practice was initially funded through the Commonwealth GP Super Clinic Program.

The Practice Manager will lead by example to provide strategic focus and team coaching, support and direction, to foster and develop a proficient and effective team.

The Practice Manager has the overall responsibility for the strategic development of the Hume GP Super Clinic and ensuring high clinical standards that make a difference and have a positive impact in the community. DPV Health currently has 2 GP Super Clinics, located in Broadmeadows and Mill Park. DPV Health is currently integrating its services and future structures may see increased involvement across both Super Clinics.

This role will provide the leadership required to create cohesion between GPs, clinicians and employees, to provide a team focused, client centric, general practice experience. It will work collaboratively across all DPV Health programs to ensure that clients efficiently access all available services. The role will continuously review and improve systems, processes and practices to maximise productivity and income, and ensure the practice evolves in line with the needs of the community.

Duties and Responsibilities

Service Delivery – Client Experience

- Ensure DPV Health Hume GP Clinic supports the needs of the community and internal clients.
- Provide the Practice leadership that unites all DPV Health people to work together to provide a quality integrated client experience.
- Identify and continually improve service delivery from a client, quality and organisational view to further improve service for clients and strengthen sustainability of the practice.
- Develop processes, systems, and practices to maximise quality of service, productivity and revenue growth for the practice.
- Partner with consumers to facilitate effective engagement and participation with quality outcomes and improvements.
- Recruit and induct staff and develop productive relationships with tertiary organisations and training bodies.
- Ensure compliance with Medicare requirements for MBS item numbers.

Reporting, Systems and Analytics

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- Provide high quality concise and timely reports for DPV Health, Board, Sub Committees, Executive, Program Manager, GPs, Clinicians, and staff as required.
- Be a subject matter expert in the systems, software, and processes within the practice. Ensure all medical software, systems and processes comply with relevant regulations and legislation.
- Advocate for software, ICT and process improvements, own the change management for all updates and ensuring all practice employees have a consistent level of competence.
- Actively use and promote the use of all DPV Health systems relevant to the general practice
- Work with relevant bodies to ensure the privacy of all patient / client information, following all protocols and regulatory practices.
- Work cooperatively across both general practices to continually improve systems, processes and practices.

Financials, Budgets, Targets, Funding

- Identifying opportunities to enhance the ongoing growth and financial sustainability of DPV Health GP Super Clinics generally.
- Accountability for ensuring the accuracy of all billing processes (i.e. Health Insurance Commission (HIC), TAC, DVA, PIP, SIP, WorkCover) and timely provision of information to clients and income source.
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve and lead a team to achieving the targets and budgets for DPV Health GP Clinics.

Quality and Accreditation

This position has prime responsibility for leading the General Practice quality improvement and risk management processes including

- Ensuring compliance with all RACGP standards
- Management of AGPAL accreditation in collaboration with all General Practice staff and DPV Health Quality Improvement and
- Overseeing all other quality improvement and accreditation activities.

Culture, Engagement, Diversity – People Experience

- Demonstrate behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring team complete all required training and demonstrate skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offer balanced views and seek solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.
- Active involvement in infection control systems

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Risk Management and Compliance

- Ensure documentation supports both accreditation and department standards
- Provide risk and compliance performance data, feedback to direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- Actively identify, monitor and manage areas of key risk and compliance and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of client care and services
- Identify risks as they emerge and proactively address new and known risks.

DPV Health Requirements

- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Disability disclosure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Occasional after hours and weekend work may be required
- Travel between sites is required
- Specific tasks and functions of this role will be detailed through objectives and key performance areas

Authority

The occupant of this position has authority as per the delegation manual.

Qualifications Required or Desirable:

- A recognised qualification in practice management, health or management.

Work Experience, Skills and Behaviours:

In order to succeed in this position, it is expected that you will have:

- As a healthcare provider our clients place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

Being a Leader and an influencer

- Has personal impact and ability to lead and influence, and create buy in to ideas and projects.
- High levels of energy, initiative, sound judgement and a sense of urgency. Ability to manage competing priorities.
- Excellent communicator and negotiator with the capacity to develop and implement key strategic projects and plans

Leading a team

- Demonstrated experience managing a successful General Practice
- Substantial experience in a management role
- Evidence of successful team development and building
- Ability to collaboratively lead a team to success with agreed timelines.
- Provide clear direction and support. Manages time, resources, tasks and competing priorities
- A genuine interest in all people, client and colleagues.
- Interact with empathy and responsiveness and towards common goals. Positive outlook.
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Encourages team members to speak up and provide solutions when process are not working.

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- Ability to set measurable objectives. Plans projects and activities well in advance and effectively manage timelines, resources, and costs to execute.

Leading Change and innovation

- Ability to work under pressure, remain calm, and motivate people through ambiguity and the stages of change.
- Creates a culture where change is normalised and appreciated.
- Creates new and better ways for the organisation to be successful.
- Not content with the status quo and see barriers as opportunities for innovation.
- An ability to lead and participate in change
- Demonstrated ability to drive innovation
- Uses initiative in identifying continuous quality improvement opportunities

Client Focussed

- Ability to deliver results and meet and exceed your client expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and builds a culture where best for the client guides decision making.
- Ability to understand the client needs and delivery the required service
- Demonstrated responsiveness to client needs and wants. (Internal and external)

Quality and Commercial Focus / Planning and being organised

- Strong business/commercial acumen
- Analyse and present complex information in an easily understood and accessible format.
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client.
- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Success in attracting funding for new and existing programs
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements
- Understand the challenges and complexity of providing consistently high-quality care and support through a culture of safety, transparency, accountability, teamwork and collaboration

Communication and an Interpersonal Approach

- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- You can be tactful and impactful.
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances
- Ability to present to an audience in an informative, professional and concise manner

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