

## Practice Manager

*Location*                      *University Health*  
*Date last reviewed*        *June 2017*

### Job Description

**Job title:** Practice Manager

**Name of Practice:** University Health Practice

**Reports to:** Chief Executive Officer

**Direct Reports:** Receptionists; Nursing staff

**Other Key working Relationships:**

- General Practitioners at the Practice
- Financial Controller
- Other Adelaide Unicare Practice Managers

**Purpose of position**

To manage the day to day operation and performance of the Practice, including human resources; maintain financial records and implement quality systems in order to ensure the smooth and efficient functioning of the Practice and provide an exceptional standard of care to the Practice's patients.

### Responsibilities

#### Planning

- In consultation with the CEO, determine annual goals for the Practice.
- In consultation with the Financial Controller, prepare annual budgets for the Practice.
- Provide regular reports to Head Office on business performance in relation to goals and in relation to actual performance against budget.
- Work with key stake holders to develop and implement strategies for achievement of Practice goals.

#### Patient care

- Ensure the provision of high quality patient care by working collaboratively with patients, nursing staff and medical personnel.

#### Human Resources

- Recruitment, development and management of Practice staff to ensure high performance and continuing professional improvement.
- Leadership and management including team building, delegation of tasks and conflict resolution.

#### Student teaching & training

- Liaise with relevant University personnel regarding the placement of medical students.
- Work with relevant medical and nursing staff at the Practice to ensure that placement students receive appropriate clinical exposure and training.

#### Systems

- Review and improve Practice systems to ensure the Practice is functioning smoothly and efficiently, and that it is delivering high quality services.
- Foster a culture of continuous improvement.
- Ensure that the key billing, accounting & other reference databases within the Practice's computerised practice management system are accurate and are updated as and when required.

#### Finances

- Provide timely and accurate financial information to the Financial Controller.

- Oversee billings, collections and debtors.
- Maintain and control creditors and payroll information for provision of relevant information to the Financial Controller.

### **Equipment and Software**

In conjunction with the IT Manager:-

- Maintain computer hardware and software.
- Schedule maintenance and upgrades of equipment.

Maintain other office & medical equipment in conjunction with relevant suppliers.

### **Work Health, Safety & Wellbeing (“WHS&W”)**

- Implement and maintain Adelaide Unicare’s WHS&W Management System in areas under the Practice Manager’s control and ensure compliance with legislative requirements and with the established Performance Standards

### **Quality Assurance & Compliance**

- Foster a culture of continuous improvement within the Practice.
- Ensure the Practice maintains its accreditation status and complies with all relevant accreditation criteria.
- Maintain awareness of current and new legislation to ensure the Practice is complying with all statutory and regulatory obligations including industrial & employment law and privacy obligations.
- Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.
- Ensure the Practice complies with all contractual obligations.

### **General**

- Other responsibilities as required.

### **Expected behaviours and personal attributes**

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in patients’ needs.
- Excellent interpersonal and communication skills, both written and verbal.
- Be always well-presented, friendly, courteous and obliging.
- Represent the Practice in a confident and positive manner at all times.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and Practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Ability to work cooperatively and independently.
- Ability to prioritise and organise, with attention to detail.
- Demonstrated commitment to ongoing professional development

### **Education, Qualifications and Experience**

#### **Essential:**

- At least 5 years previous experience within the private health sector, preferably within the general practice sector.
- Proven ability to manage a small business/office including human resources, planning, budgeting & reporting.
- Basic knowledge of MS Word, Excel & Outlook.

#### **Desirable:**

- Knowledge of computerised practice management system – preferably with ZedMed.
- Familiarity with accredited systems in either a business or medical practice setting.
- Knowledge of medical terminology.
- Member of Australian Association of Practice Managers.
- CPR/Triage training and/or experience.

- Experience with specific social groups serviced by the Practice especially including Australian students, overseas students, and persons working or living in the Adelaide CBD area.
- Training and/or experience in management of emergencies, handling complaints, Medicare & health funds, basic infection control, safe handling & disposal of medical waste, etc.

**Other features:**

- Permanent position with a probationary period of 3 months.
- Professional development provided or expected.
- Potential for contact with hazardous material such as blood & body fluids.
- May be required to have some immunisations.

**Endorsed by:** *CEO – Adelaide Unicare*