



POSITION DESCRIPTION

Award Classification:	Support Services Employee - Level 9
Position Title:	Practice Manager
Award:	Health Professionals & Support Services Award
Hours:	Full-Time (76 hours per fortnight)
Responsible to	AHP Clinical Director / PDH Chief Executive Officer AHP Board of Management

Key Selection Criteria

Essential:

- Demonstrated strong Business Management & Leadership skills (or working towards developing)
- Excellent computer / IT skills
- Sound knowledge and experience of word processing programs, as applicable
- Excellent interpersonal and communication skills, both written and verbal.
- Demonstrate 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
- Hold a current driver's license.
- Have an understanding of workplace agreements and compliance with state and federal regulations.
- Ability to undertake all duties in a diligent manner, with honesty and integrity.
- Ability to work collaboratively with other members of the practice team.

Desirable (but not essential):

- Competence in the use of a medical billing software package.
- Accredited training in business or medical practice management/ knowledge of medical terminology
- Member of Australian Association of Practice Managers (AAPM) or similar organisation
- CPR/Triage training and/or experience
- Training and/or experience in management of emergencies, handling complaints, Medicare & health funds, basic infection control, safe handling & disposal of medical waste etc.

Objectives:

Active Health Portland will focus on the following:

- An innovative team approach and integration of care across sectors including general practices, community health services and allied health professionals.
- An integrated, multidisciplinary form of care encompassing general practices, allied health, disability services, pharmacy and community health.
- Shared governance and shared care protocols.
- The promotion of health and wellbeing with an emphasis on patient education and the encouragement of healthy lifestyles.
- Adoption of self-management principles to enhance client engagement and empowerment, giving the client responsibility for their own health outcomes.

Duties and Responsibilities

Leadership & Management:

- Contribute to the efficient and effective functioning of *Active Health Portland* and the team, in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviors, providing assistance to team members if required and undertaking other key responsibilities or activities as deemed necessary.
- Be well-presented, friendly, courteous and obliging. Represent *Active Health Portland* in a confident and positive manner at all times.
- Set strategic direction together with the management team.
- Assist in maintaining accreditation status as an RACGP and ACRRM teaching practice.
- Ensure compliance with the RACGP general practice accreditation standards and to maintain accredited status.
- Support the provision of high quality, evidence-based medical care to patients of *Active Health Portland*
- Facilitate the provision of high quality, holistic care to the local community as a key member of the *Active Health Portland* multidisciplinary team.
- Take responsibility for the operational management of *Active Health Portland* and determine own priorities and work schedule.
- Ensure that the Clinical Director has adequate support in the role.
- Work with the Clinical Director of *Active Health Portland* to encourage and facilitate GP Registrars, medical and allied health students in their pursuit of a varied and rewarding career.
- Demonstrate a patient-focused approach in service provision with genuine empathy and interest in their needs.

Safe Practice and Environment:

- Be aware of and comply with the relevant 'Occupational Health and Safety' Acts and policies.
- Promote and provide a safe working environment for students, staff and visitors in accordance with relevant Victorian legislation.

Information Management:

- Meet all government and Active Health Board reporting requirements
- Maintain absolute confidentiality regarding patient, staff, contractor and practice information.

Improving Performance

- Contribute to the on-going development of *Active Health Portland* innovative model of general practice.
- Perform responsibilities in a manner which reflects and responds to continuous improvement.

Human Resources:

- Familiarise and comply with relevant '*Equal Opportunity*' policies.
- Participate in the Performance Appraisal process within three months after commencement of employment and every 12 months thereafter.
- Work within the policies, practices and standards approved by *Active Health Portland*.
- Comply with privacy and confidentiality obligations as outlined in state and national legislation as well as *Active Health Portland* policies and procedures.
- Manage human resources, financial records and implement quality systems and meet all accreditation standards in order to ensure smooth and efficient functioning of *Active Health Portland* to provide an exceptional standard of care to our patients.

APPROVALS

Name of Employee _____

Signature of Employee _____

Date _____

Signature of Manager _____

Date _____