



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Practice Manager
<b>BUSINESS UNIT</b>	UNE Life Medical Services
<b>REPORTING TO</b>	General Manager (Operations)
<b>LOCATION</b>	UNE Healthcare Centre
<b>CLASSIFICATION</b>	Health Professionals and Support Services Award 2020 – Level 9 Pay point 3 (TBC – based on experience)
<b>DATE</b>	November 2023

### PURPOSE OF THE POSITION

The Practice Manager performs a key role in the greater General Practice team through the provision of primary healthcare services and support.

Primarily to manage human resources, maintain financial records and implement quality systems in order to ensure a smooth and efficiently functioning practice, in addition to providing an exceptional standard of care to our patients.

### ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.



- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Healthcare Centre and UNE Life Health.

The UNE Healthcare Centre provides primary and secondary health care services to the University of New England's students, staff and the broader community, developing and maintaining close professional links with other medical centres in Armidale and the region. Located on the grounds of the Armidale Referral Hospital, the Centre is uniquely positioned to cater for the needs of all stakeholders.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

## UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

## KEY ACCOUNTABILITIES

### RESPONSIBILITIES

#### Business Planning

The Practice Manager will work collaboratively with the Corporate Services staff to:

1. Collaborate in determining annual business goals in consultation with the Executive staff.
2. Collaborate in developing and implementing strategies for achievement of practice goals.
3. Prepare budgets and business plans around the goals.
4. Provide regular reports on business performance in relation to the budgets, business plans, and business goals.



## **Risk Assessment and Management**

The Practice Manager will work collaboratively with the Corporate Services staff to:

5. Undertake regular risk assessments in the areas of financial services, human resources, facilities, clinical services and patient services.
6. Review all significant events/incidents, near misses or mistakes in accordance with practice procedures and in consultation with the Practice Principal(s) where required.
7. Maintain responsibility for handling all internally or externally generated grievances to resolution.
8. Develop and maintain the practice's emergency response plan.

## **Human Resources**

The Practice Manager will work collaboratively with the Corporate Services staff to:

9. Assist with recruitment, development and management of non-clinical practice staff to ensure high performance and continuing professional improvement.
10. Conduct regular staff training, meetings and appraisals.
11. Leadership and management including team building, delegation of tasks and conflict resolution.
12. Rostering, Timesheet authorisations, Leave management of staff at the Healthcare Centre.

## **Quality Improvement Leadership**

13. Take leadership in reviewing and improving practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement.
14. Actively encourage engagement and participation of other members of the practice team in quality improvement opportunities.
15. Maintain a quality improvement plan that is regularly reviewed and feedback presented to the practice team.

## **Finances**

The Practice Manager will work collaboratively with the Corporate Services staff to:

16. Coordinate accounts receivable and payable and maintain debt prevention activities.

## **Operational**

17. The Practice Manager will work collaboratively with the practice and corporate services staff to:
  - develop and maintain a suite of practice policies and standard operating procedures (SOP's)
  - develop and maintain a business continuity and disaster recovery plan
  - develop and maintain an asset register
  - ensure consumables and equipment are kept stocked and maintained to the manufacturer's standards and conditions
  - be part of and contribute to a team environment
  - oversee that the practice and rooms are clean, tidy and accessible



- lead accreditation compliance and implementation including preparation
- oversee day-to-day practice operations
- keep the team's knowledge of the practice IT systems up to date
- develop relationships with GPs, allied health professionals and other stakeholders.

### **Equipment and Software and Data Security**

The Practice Manager will work collaboratively with the IT staff to:

18. Maintain primary responsibility for the practice's electronic systems and computer security, in consultation with our external IT contractor, including:
  - Maintaining computer hardware and software
  - Scheduling maintenance and upgrades of equipment
  - Educating the practice team about data security and the need to follow the practice's security protocols and policies
  - Monitoring all members of the practice team to ensure they are following the practice's security protocols and policies.
19. Prepare recommendations for purchase of capital equipment.

### **Compliance**

The Practice Manager will work collaboratively with the Corporate Services staff to:

20. Maintain awareness of current and new legislation to ensure the practice is complying with all statutory and regulatory obligations including industrial and employment law, workplace health and safety requirements, privacy obligations and taxation responsibilities.
21. Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.
22. Ensure practice complies with all contractual obligations.

### **Workplace Health and Safety**

23. Consistently be aware of, and comply with, workplace health and safety requirements.

**Note:** *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

## **EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES**

1. Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
2. Excellent interpersonal and communication skills, both written and verbal.
3. Always be well-presented, friendly, courteous and obliging.



4. Represent the practice in a confident and positive manner at all times.
5. Undertake all duties in a diligent manner, with honesty and integrity,
6. Maintain absolute confidentiality regarding patient and practice information.
7. Have a vigilant attitude to accuracy, being prepared to double check as necessary.
8. Ability to work cooperatively and independently.
9. Ability to prioritise and organise, with attention to detail.
10. Demonstrated commitment to ongoing professional development.

## KEY RELATIONSHIPS

Direct Reports:

- Medical Receptionists

External Stakeholders:

- Patients
- Community & other allied health professionals

Internal Stakeholders:

- General Practitioners (Dr's)
- UNE Life contractors
- UNE Life colleagues
- UNE staff and students

## SELECTION CRITERIA

### Essential

1. Previous experience in a management and/or high-level practice administrative position.
2. An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders.
3. Demonstrated competence in the use of patient management software and strong computer literacy.
4. Demonstrated ability to work independently and as part of a multidisciplinary team.
5. The ability to demonstrate and encourage leadership and teamwork.
6. The ability to build customer and stakeholder relationships.
7. Excellent communication and documentation skills, attending to a wide range of stakeholder needs.

### Desired

8. Relevant Diploma or Certificate for a medical practice.



9. A detailed understanding of the Medicare Benefits Schedule.
10. An understanding or experience in general practice accreditation and standards.

## SPECIAL REQUIREMENTS

1. Willingness to work weekends and nights if required.
2. Maintain a current driving licence and the ability to travel between sites as required.
3. Maintain a current NSW Working with Children Check.
4. Maintain a current CPR and First Aid certification.
5. Hold work rights in Australia or be eligible for such.

## POSITION DIMENSIONS

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

<b>Signatories</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Staff member			
Supervisor			

