

Employment

Position Description

Position:	Practice Manager – Primary Health Care
Award:	Health Professionals and Support Services Award
Classification:	As per Award
Status:	As per Contract of Employment
Qualifications:	Experience in primary health care and minimum of 5 years in management/leadership role together with demonstrated experience in managing relevant business programs. Tertiary Qualification in Business, Management or equivalent (desirable)

Position Objective(s)

Provide day-to-day operational oversight of the service delivery model offered by Lyndoch Healthcare.

Work closely with the executive to implement the strategic intent of Lyndoch's integrated primary health care services. The Practice Manager will produce effective communication and working relationships within the practice by creating a positive atmosphere.

Ensure services are managed in accordance with best practice, legislative requirements, policies, allocated budgets and contemporary best practice approaches and have the ability to identify problems in a timely manner and provide potential solutions.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

Safety

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

1. Operational, Leadership & Strategy

- Manage the development, implementation and review of operational plans for all delegated services responding to key performance priorities, community demand, policy directions and sustainable service outcomes.
- Manage the effective utilisation of technology and practice software to maximise the efficient collection of statistical, quality and risk management reporting requirements, debtor and payroll records, service planning and evaluation measures.
- Lead transformational change to improve capability, financial viability and service delivery.
- Provides effective support for staff within a multidisciplinary framework.
- Demonstrates leadership qualities by being a positive role model facilitating the development of peers, other members of the primary health care team and the working environment.

2. Financial and Resource Management

- Maintains appropriate records and statistics and prepares reports and submissions as required.
- Monitor the use of goods and services within established guidelines.
- Monitor and report designated Key Performance Indicators (KPI's).
- Ensures budgets in delegated cost centres are regularly monitored.
- Approves payment of relevant cost centre expenses in line with the organisations Instrument of Delegation
- Implement corrective action to balance favourable and unfavourable trends within the allocated budget

- Manages resources efficiently and effectively in order to ensure a high quality service and financial viability is maintained.
- Ensure compliance in areas of administrative record keeping, billing and banking processes and bi-annual review of these in conjunction with the finance department.

3. Quality & Risk Management

- Identifies through observation, audits, incidents and staff feedback areas that require improvement and in consultation with the Director develop and implement improvement initiatives.
- In consultation with the Director and the Continuous Improvement Department, establish Department based quality improvement programs in accordance with program accreditation guidelines.
- Ensures continuous analysis and evaluation of quality initiatives and program outcomes and makes changes as needed.
- Manages the complaint resolution processes as applicable and required.
- Manages the development and review of policies, processes and practices to ensure compliance with funding requirements, relevant standards, policy and strategic directions.
- Develop, implement and monitor controls to ensure practice AGPAL accreditation is maintained.
- Coordinate the tri-annual AGPAL practice accreditation survey at relevant sites

4. Professional & Ethical Practice

- Maintains confidentiality at all times.
- Recognises own ability and level of professional competence.
- Demonstrates ability to understand and integrate those behaviors which reflect the mission and values of the organisation.
- Displays commitment to supporting a discrimination and harassment free work environment.
- Encourages social connection of teams

5. Occupational Health & Safety

- Is actively involved in matters relating to OH&S and ensures safety standards within the work environment are met.
- Participates in relevant safety training.
- Ensures availability and/or use of protective clothing and/or equipment as appropriate.
- Seeks clarification on safety matters where uncertain.
- Is familiar with emergency procedures and understands individual roles in the event of emergency.
- Develops and monitors return to work plans for staff in Workcover in conjunction with the Occupational Health & Safety Coordinator.
- Co-ordinate maintenance for the clinic and the asset maintenance schedule

6. Health Practice

- Assists the Director to ensure delivery of quality consumer outcomes based on assessment and planning of individual's needs.
- Ensure maintenance of accurate and comprehensive documentation related to consumer care.
- Provides support and guidance when required to assist in managing complex issues.

- Promotes a spirit of inquiry regarding existing practice and the development and testing of new approaches to care.
- Ensures application of all relevant policies, procedures and guidelines.

7. Infection Control

- Adheres to infection control policies and procedures.

8. Human Resource Management

- Manage, coach, mentor and support staff to achieve their highest potential and the vision of Lyndoch.
- Develop and foster a climate of open and transparent communication that ensures staff are informed of organisational goals, strategies and activities to facilitate the provision of safe and effective service provision.
- Aligns recruitment to staff turnover, forecast activity levels and budgets.
- Leads and monitors primary health care programs staff skill mix and workforce design to patient service requirements.
- Advises and supports team leaders in managing staffing profiles and rosters.
- Monitors all leave including sick leave and counsel staff concerning attendance and performance problems and where appropriate provide support through the staff development training network or refer to EAP as indicated.
- Remind clinical staff of registration & insurance obligations
- Preparation and distribution of reporting to senior leadership team as required

Organisational Relationships

Reports to:	Director of Corporate Services
Direct Report:	All primary health care service staff
Internal Contacts:	All Lyndoch staff, consumers, families
External Contacts:	Members of the public, contractors, suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- A sound knowledge of the primary health care services legislative framework and funding models.
- Ability to resolve conflict, handle complex complaints and manage complex situations.
- Ability to problem solve, effectively deal with complex issues and provide effective feedback to staff.
- Exceptional organisational and time management skills.
- Ability to motivate individuals and groups to achieve common goals.
- Ability to maintain professional standards and to self-evaluate professional practice.

Management Skills

The following management skills are required to be utilised:

- Ability to prioritise and complete tasks to an agreed time frame.

- Experience in the management of budgets to ensure an efficient and effective utilisation of resources.
- Experience in change initiatives and a demonstrated positive attitude to organisational change.
- Ability to foster co-operation with colleagues and provide direction and leadership to others.
- Ability to embrace innovative and fresh ideas.
- Demonstrate a culture of always starting with a 'Yes' in every deliberation.
- Demonstrated computer literacy in Microsoft Office Applications.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Superior communication skills both written and verbal.
- Ability to motivate individuals and groups to achieve common goals.
- Ability to maintain professional standards and to self-evaluate professional practice.
- Possess a strong commitment to quality care and continuous improvement as required.
- A positive approach to change and diversity.
- Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people.
- Ensure that all consumers are treated with respect privacy & dignity at all times.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities
- General office administration & reception duties where required and cover for staff leave
- Current Drivers Licence required

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Corporate Services

Date: May 2023