

Position Title	Practice Manager
Department	NIIM Wellness Clinic
Classification	Individual Contract – Total Employment Cost (TEC), Full time.
Reporting to	Executive Manager Client Services
Responsible for	Medical Administration and reception staff

Our Core Values

At the heart of National Institute of Integrative Medicine (NIIM) there are four core values: Respect, Integrity, Care and Courage. These values guide everything we do and direct us towards our mission to ‘Empower People and Transform Healthcare’. Recognising that individuals should have access to health information and an integrative holistic health care service, that will enable them to manage their own healthcare.

At a community level we provide health education and research to advance the understanding and value of integrative medicine, to promote health literacy, early intervention and improved disease management at a population level.

Position Function

The Practice Manager leads the medical administration team that provides administrative support to for NIIM Wellness Clinic this includes: Integrative GP & Allied Health Clinic, Complementary Therapies (IV, Hyperthermia, Hyperbaric), Integrative Health Program, Centre for Integrative Mental Health

This hands-on role is responsible for the day to day management of the operations of NIIM Wellness Clinic, including managing staff, patients and practitioners

Managing relationships with key stakeholders to ensure patient quality and safety is a key component of this role.

The Practice Manager works closely with the Executive Manager Client Services to manage the budget ensuring resources are used effectively and efficiently.

Qualifications:

Relevant Tertiary Qualifications (Desirable): Diploma of Practice Management; Business Management or Health Care Administration.

Selection Criteria - Skills, Knowledge and Experience

- Significant experience in medical administration and health care environment
- Understanding of general practice policies and procedures
- Knowledge of Medicare, NDIS, Private Health Insurance and other health funding frameworks.
- Excellent written and verbal communication skills
- Ability to use Best Practice software and Microsoft office suite of programs.

- Proven experience in managing staff, work allocation and meeting deadlines
- Ability to undertake staff performance appraisals in collaboration with Executive Manager Client Services.
- Develop professional development plans for team members aligned with NIIM's strategic plan.
- Proven ability to manage a staffing budget.
- Strong team leader skills with the ability to build a shared understanding of, and commitment to NIIM's Mission and Values.
- Ability to work collaboratively with a range of stakeholders Internally: patients, families, practitioners, staff and management. Externally: health agencies, government bodies and other primary health providers and specialist clinics.
- Ability to lead and motivate staff, including change management.
- Experience managing a GP clinic within an accreditation framework desirable

Major Competencies

- Critical thinking and problem solving
- Organisational and planning skills
- Influencing and leading
- Decision making
- Delegation
- Teamwork
- Act cooperatively, friendly and fairly to promote harmony in the workplace
- Conflict management
- Adaptability
- Composure
- Negotiation

Tasks and Responsibilities

Team Management

- As a member of the NIIM management team play an active and collaborative role in the effective management and achievement of business outcomes.
- Establish, monitor and manage workplans for members of the team.
- Manage recruitment and selection of administration staff as required in consultation with the Executive Manager Client Services.
- Lead the team with a culture of service excellence, working to embed the standards, behaviours and strategies needed to bring about lasting improvements and efficiencies.
- Provision of support and leadership to all medical administrative staff to deliver the highest level of service standards with a focus on practitioners' day to day requirements and positive working relationships.
- Monitor, coach, support, motivate staff and develop relationships to deliver on outcomes to the best of their ability.
- Develop and implement staff rosters and ensure adequate coverage of administration.
- Ensure all staff are aware of their requirements in respect of patient confidentiality and actively manage.

Operational Management

- Lead the day to day administrative services for NIIM Wellness Clinic.
- Support sound decision making that ensures administrative services meet all relevant regulatory and compliance requirements.
- Manage the administrative workload to provide continuity of patient care, maximising patient flow.
- Advise and collaborate with the Executive Manager Client Services, to ensure efficient and effective use of resources keeping the NIIM Wellness Clinic within budget.
- Co-ordinate administrative services to maximise patient satisfaction.
- Ensure efficient diary management for practitioners and NIIM Wellness Clinic services.
- Ensure all patient billings are up to date, effective debtor management and accurate financial record keeping.
- Balancing accounts and banking.
- Provide a mail/correspondence service to NIIM.
- Liaise and manage relationships with Medicare, NDIS, health insurers, DVA etc...
- Ensure a secure medical record management system that provides data integrity, accuracy and patient confidentiality.
- Ensure Best Practice software is used appropriately and meets all privacy and legislative requirements in access, storage and retrieval with regard to medical record management.
- Ensure that the Clinic environment is always professional and well presented.
- Maintain positive and professional relationships with all stakeholders internal and external for the effective running of NIIM Wellness Clinic.

Accreditation, Risk and Compliance

- Work with the Executive Manager Client Services to support the implementation of AGPAL accreditation and staff training.
- In collaboration with the Executive Manager Client Services, input into the development of procedures to support the administration of NIIM Wellness Clinic.
- Ensure compliance with administrative processes and systems across the NIIM Wellness Clinic.
- Liaise with the Executive Manager Client Services to monitor and identify clinical and/or financial risks at the earliest possible time.
- Ensure all administration staff have knowledge of relevant compliance and legislation requirements and incorporate into their daily practice.

NIIM Wellness Clinic Performance

- Work with the Executive Manager Client Services to monitor KPI's on service delivery for example: wait times for phones; new patient appointments; alignment of complementary therapies to maximise patient flow and efficient use of resources, as outline in the Annual Operating Plan.
- Deliver on Clinic KPI's with respect of enhancing the patient experience, as per Annual Operating Plan.
- Execute the roll out of new procedures and protocols and guidelines.
- Ensure staff are trained in the use of relevant systems and processes to support their operations of the Clinic.
- Support the Executive Manager Client Services to investigate causes of poor service delivery and develop actions for improving service performance including benchmarking and service KPI's.

Quality Control and WHS Systems

- Participate and lead the implementation of continuous improvement activities.
- Understand the requirements of Australian General Practice Accreditation and contribute to ensuring all standards are met.
- Comply with infection control policies and procedures
- Maintain a safe work environment in accordance with occupational health and safety policies and procedures
- Identify areas of risk and maintain relevant items on the risk register and related treatment plans.
- Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment and bullying.

Undertake other duties as directed by the Executive Manager Client Services

Additional Requirements

- Be flexible in work hours at times to meet the reasonable demands of this position
- Be willing to undertake travel as required with the position.

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Executive Manager Client Services

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Date

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Practice Manager

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Date