

<p>Position</p>	<p>Practice Manager Mission Health</p>	
<p>Key Requirements (Qualifications, Skills, Knowledge and Experience)</p>	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Minimum of 3 years’ experience as a Practice Manager • Diploma of Practice Management or willingness to obtain • Demonstrated skills in leading a multi-disciplinary team • High level communication skills • Excellent time management skills • Experience with MS Office and appropriate medical software • Working With Vulnerable People check or willingness to obtain • National Police Check is required for all roles at LCM • WWVP is required for all leadership team member roles and all client services staff. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • Experience with Medicare processes • Demonstrated ability to develop and maintain strong networks with external stakeholders 	
<p>Summary of Role (inc. Role Purpose)</p>	<p>The Practice Manger provides high level practice management and administrative support to facilitate a high level of care to the client cohort in alignment with the business and strategic plans of Mission Health and Launceston City Mission. The Practice Manager is responsible for overseeing the day-to-day functioning of the clinic and through the development, implementation and refinement of systems, will work to ensure efficient and smooth service delivery and general operations. The role will manage human resources, maintain financial records and implement quality systems, ensuring the smooth and efficient functioning of the practice.</p>	
	<p>Key Responsibilities</p>	<p>Key Performance Indicators (observable and measurable)</p>
<p>Leadership and Management</p>	<ul style="list-style-type: none"> • Recruit, select, and induct practice staff and volunteers • Monitor compliance for all clinical staff • Supervise and manage the team including timely and appropriate feedback • Review training support needs • Give feedback and conduct performance reviews in a timely manner • Coordinate rosters and manage leave ensuring appropriate clinical coverage for expected demand • Be a role model for effective and positive leadership which is ethical, results driven and future-oriented. 	<ul style="list-style-type: none"> • Suitable clinicians are identified, onboarded and inducted into the service according to LCM policy • Staff report feeling well supported • Records are kept up to date and are accurate for all clinical staff • Performance reviews are completed as per policy • Service provision is maintained

<p>Operational Management and Compliance</p>	<ul style="list-style-type: none"> • Provide day to day management of practice operations • Review and improve practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement • Ensure clinic is complying with all statutory and regulatory obligations including industrial and employment law, WHS requirements, privacy obligations and Medicare • Ensure practice complies with all contractual obligations • Maintain the practice Policy and Procedures Manual and educate staff as updates occur • Guide and prepare practice staff for accreditation • Ensure the practice meets targets for quality prescribing initiative and other Practice Incentive Payment streams 	<ul style="list-style-type: none"> • Clinic operates effectively and efficiently • Quality improvement activities occur and are recorded • Clinic is compliant with relevant legislation and obligations • Contractual arrangements are met • Accreditation is achieved and maintained • IT operations support clinical provision
<p>Administration and Financial Management</p>	<ul style="list-style-type: none"> • Oversee of day to day bookkeeping • Liaise with Finance and Corporate Services around banking and billing • Manage practitioner and contractor payments • Ensure service works within budget guidelines • Maintain and review insurance relevant to the practice annually (including current Certificate of Currency from contractors) • Claim all relevant subsidies and rebates where appropriate 	<ul style="list-style-type: none"> • Financial requirements are completed in a timely manner to a satisfactory standard • Banking and billing activities occur • Budget is achieved • Insurance is appropriate
<p>Equipment and Software</p>	<ul style="list-style-type: none"> • Maintain computer hardware and software in conjunction with ITC Services • Schedule maintenance and upgrades of equipment • Oversee purchase of consumables pertinent to the practice to ensure appropriate levels of stock 	<ul style="list-style-type: none"> • ITC Services maintained and support smooth service delivery • Maintenance is completed as appropriate • Stock is on hand as needed
<p>Business and Strategic Development</p>	<ul style="list-style-type: none"> • Contribute to strategic planning and marketing plans to achieve 	<ul style="list-style-type: none"> • Networking is undertaken • Stakeholder engagement is positive

	<p>goals and objectives to promote the growth and success of the practice, including practice manager networking, forums and seminars</p> <ul style="list-style-type: none"> • Develop and maintain strong relationships with external stakeholders • Complete required reporting 	<ul style="list-style-type: none"> • Reports are submitted in a timely manner
Training and Development	<ul style="list-style-type: none"> • Participate in training and development • Identifies training and development needs of the team 	<ul style="list-style-type: none"> • Training and development is completed
Safeguarding Children	<ul style="list-style-type: none"> • Complete Safeguarding Children training. • Read and abide by child-safe policies, procedures and requirements, including Code of Conduct and mandatory reporting. 	<ul style="list-style-type: none"> • Training is completed before any contact with Youth or Children. • Policies, procedures and requirements are read prior to any contact with Youth or Children. • Code of Conduct is read and signed prior to any contact with Youth or Children. • Aware of mandatory reporting requirements.

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that ethical actions will bring good results
Justice	We take personal responsibility to uphold what is pure, right and true
Compassion	We invest whatever is necessary to heal the hurts of others
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We work with passion and commitment to achieve our goals