



PRACTICE MANAGER



POSITION DESCRIPTION

THE SHIRE OF BOYUP BROOK

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, as demonstrated by our Corporate Values.

OUR VALUES

We have 5 values that guide our everyday behaviours and reflect us at our best.

- **Proactive**
Embrace creativity, adaptability and continuous improvement seeking new ideas and solutions to address challenges and seize opportunities to ensure sustainability.
- **Leadership & Teamwork**
Lead through collaboration, promote diversity, have pride in our work and partner with the community to achieve shared visions and aspirations.
- **Accountability & Integrity**
Demonstrate respect, transparency, honesty and inclusivity in all interactions with the community.
- **Commitment**
Build and share knowledge, act professionally and develop relationships that make a positive contribution to our community.
- **Engaging Community**
Show respect, understanding and compassion for others and work collaboratively with community for better outcomes.

PRACTICE MANAGER

Position no:	M3	Date effective	13 August 2024
Level:	7	Agreement/Award:	LGIA 2020 (MA000012) (Transitional)
Division:	Boyup Brook Medical Services		
Responsible to:	Chief Executive Officer		

1. OBJECTIVES OF POSITION

The key objectives of this position are:

- 1.1 To ensure that the management of the practice fully supports the delivery of quality health care services by the practitioners and nurse.
- 1.2 Undertake regular risk assessments in the areas of financial services, human resources, facilities, clinical services and patient services.
- 1.3 Promote positive outcomes for the medical practice in alignment with the Shire of Boyup Brook Strategic Community Plan, Corporate Business Plan and Shire Corporate Values.

2. KEY RESPONSIBILITIES

The Practice Manager is accountable for provision of expert management services to the practice. This includes but is not limited to:

2.1. ACCREDITATION & QUALITY IMPROVEMENT

- 2.1.1. Responsible for the re-accreditation of the practice against the standards for General Practice set by the Royal Australian College of General Practice and accreditation against other standards as required.
- 2.1.2. Take leadership in reviewing and improving the Medical Centre's systems to ensure smooth and efficient functioning, high quality services and continuous improvement.
- 2.1.3. Actively encourage engagement and participation of other team members and staff in the Medical Centre in quality improvement opportunities.
- 2.1.4. Maintain a quality improvement plan that is regularly reviewed, and feedback presented to the Practice team.

2.2. PERFORMANCE OF STAFF (other than General Practitioners)

- 2.2.1. Recruitment, induction, and training of medical and administration staff, including determination of the position definition, task types and task allocation in response to the needs of the practice.
- 2.2.2. Ability to attract and retain a diverse workforce and promote an inclusive work culture.
- 2.2.3. Review of staff performance and training needs analysis.

2.3. FINANCIAL PERFORMANCE

- 2.3.1. Development and maintenance of systems of accounting for all monies earned by the practice and expended by the practice in consultation with the Shire Finance team.
- 2.3.2. Preparation of meaningful and timely financial reports as required in consultation with the Shire Finance team.
- 2.3.3. Maintenance of finance records.
- 2.3.4. Training of staff in financial processes and practices as appropriate.

2.4. BUSINESS PLANNING

- 2.4.1. Determine annual goals of the medical practice in consultation with the Senior Medical Doctor and the Chief Executive Officer.
- 2.4.2. Develop and implement strategies for achievement of the medical practices goals.
- 2.4.3. Prepare budgets and business plans around the goals.
- 2.4.4. Provide regular reports on the medical practices performance in relation to the budgets, business plans, and goals.

2.5. ASSET MAINTENANCE

- 2.5.1. Development and maintenance of equipment registers.
- 2.5.2. Schedule and ensure routine and non-routine maintenance of equipment.
- 2.5.3. Prepare recommendations for purchase and replacement of capital equipment.

2.6. OPERATING ENVIRONMENT

- 2.6.1. Maintain privacy obligations for patients, staff, the business, the medical practice and Shire.
- 2.6.2. Maintain primary responsibility for the medical practices electronic systems and computer security, in consultation with external IT contractor, including:
 - 2.6.2.1. Maintaining computer hardware and software.
 - 2.6.2.2. Scheduling maintenance and upgrades of equipment.
 - 2.6.2.3. Educating staff and team member(s) in medical practice about data security and the need to follow the medical practice's security protocols and policies.
 - 2.6.2.4. Monitoring all members in medical practice's to ensure they are following the medical practice's security protocols and policies.
- 2.6.3. Maintain knowledge of and comply with government legislation and regulation.
- 2.6.4. Maintain knowledge of impending changes to the political, economic, legislative and physical environments of the practice.
- 2.6.5. With doctors and staff, develop and maintain appropriate Practices and Procedures for the business.

- 2.6.6. Interact with and influence a range of contacts at all levels inside and external to the practice to provide advice, explanation or gain commitment on specific issues verbally and in writing.
- 2.6.7. Supervise Cold Chain Management as outlined in the RACGP Standards for General Practice.
- 2.6.8. Oversee that Medical Centre and rooms are clean, tidy and accessible.
- 2.6.9. Supervise vaccine stock ordering and maintenance.
- 2.6.10. Supervise coordination of Infection Control Processes.
- 2.6.11. Manage day to day Health & Safety including consultation with staff members.

2.7. WORKERS

Workers have a responsibility to:

- 2.7.1. Participate in the development of a safe and healthy workplace.
- 2.7.2. Co-operate with management in its fulfilment of its legislative obligations.
- 2.7.3. To report any injury, hazard or illness immediately, where practical to their supervisor.
- 2.7.4. Not wilfully or recklessly interfere with safety equipment.

2.8. WHS RESPONSIBILITIES - Managers

- 2.8.1. Ensure adherence to WHS policies and procedures.
- 2.8.2. Consult with workers and WH&S representatives on WHS issues.
- 2.8.3. Ensure that workers are equipped with the information, instruction, training and supervision that they need to work safely.
- 2.8.4. Identify, assess if necessary and control hazards within their area of responsibility.
- 2.8.5. Ensure that workers including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- 2.8.6. Develop safe work procedures as required and ensure adherence to procedures.
- 2.8.7. Provide PPE as required and ensure workers are aware of correct usage and storage requirements.
- 2.8.8. Ensure all plant and equipment is properly maintained.
- 2.8.9. Maintain relevant knowledge of WHS issues.
- 2.8.10. Act as a role model by demonstrating safe work behaviours.

2.9. GENERAL

- 2.9.1. Any other duties requested by the CEO.

3. PERFORMANCE OF DUTIES

- 3.1. Ensure that your work is carried out efficiently, economically and effectively and that the standard of work reflects favourably both on you and the Shire of Boyup Brook.
- 3.2. Perform your duties impartially and in the best interests of the Shire of Boyup Brook.
- 3.3. Comply with all Shire policies and procedures including but not limited to Code of Conduct, Shire of Boyup Brook Policy, Local Government Act 1955 and other relevant Legislation.
- 3.4. Role model a work environment free of discrimination, harassment (including sexual harassment), bullying, victimization, or vilification
- 3.5. Demonstrate and model our Corporate Values.
- 3.6. Act with integrity – being consistent with Shire’s core values in all your tasks and interactions with others. Demonstrating integrity includes:
 - Demonstrating a personal quality that shows a strong respect for ethical principles in all aspects of your work.
 - Being dependable and following through on your commitments.
 - Being respectful when communicating with others.
 - Taking responsibility for your actions and holding yourself accountable for your mistakes.

4. SAFETY AND DUTY OF CARE

The Shire of Boyup Brook recognises its legal obligations under the *Equal Opportunity Act 1984* and will actively promote equal opportunity based solely on merit to ensure discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.

The Shire is committed to Workplace Health and Safety in all areas of the Shire’s operations, and requires you to comply with the requirements of the *Work Health and Safety Act 2020* and accompanying *Work Health and Safety (General) Regulations 2022* which requires that while at work, a worker must:

- a) *take reasonable care for the worker’s own health and safety; and*
- b) *take reasonable care that the worker’s acts or omissions do not adversely affect the health and safety of other persons; and*
- c) *comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Act; and*
- d) *cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.*

The Shire requires employees to ensure all volunteers, employees and contractors work or behave in a safe manner and to address or report as appropriate any hazards, behaviours or issues that may compromise health and safety.

5. ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical assessment including drug and alcohol testing.
- Current National Police Certificate (less than 3 months).
- Reference checks

6. Organisational Relationships

6.1. **Responsible to:** CEO

6.2. Internal and External Liaison

Internal

Medical Services Staff
Shire Staff

External

General Public
WA Country Health Service
Allied Health
Professional bodies
Suppliers and contractors.

7. EXTENT OF AUTHORITY

- 7.1. Operates under direction of the CEO within established guidelines, procedures and policies of Shire, as well as Statutory Provisions of the various Acts and other legislation. Has authority to:
- 7.1.1. Assign tasks and designate task types as appropriate to staff.
 - 7.1.2. Select temporary replacement staff.
 - 7.1.3. Approve training programs for staff in accordance with budget limits.
 - 7.1.4. Authorise purchases of non-capital items in accordance with purchasing limits.
 - 7.1.5. Authorise payment of accounts.
 - 7.1.6. Recommend on purchase of medical equipment.

8. SELECTION CRITERIA

Qualifications	Essential	Desirable
Relevant tertiary qualifications eg Diploma of Practice Management		✓
Hold or be able to obtain	Essential	Desirable
National Police Clearance (under 3 months)	✓	
Current First Aid/CPR training undertaken within the past 3 years or willingness to participate in such training	✓	
Right to Work in Australia or be eligible for such	✓	
Current Drivers Licence		✓
Relevant Experience and Knowledge	Essential	Desirable
Understanding of the requirements of a small medical centre, including relevant legislation and government/professional provisions.	✓	
Experience as a medical practice manager		✓
Experience working in a rural area		✓
Knowledge of WHS principles including hazard identification, risk assessment and control		✓
Leadership and team-building experience	✓	
Skills and Attributes	Essential	Desirable
Well-developed verbal and written communication skills	✓	
Well-developed skills in accounting and business reporting	✓	
Well-developed computer skills	✓	
Decision making competence	✓	
Ability to devise and review operational systems	✓	

9. NORMAL WORKING HOURS

Per roster.

10. KEY PERFORMANCE INDICATORS

At least once in each financial year the CEO will conduct an evaluation of the Practice Manager's performance. The annual review will include an assessment of achievement against position objectives in line with the key responsibilities outlined above, and within the context of the Shire's strategic planning.

11. OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the CEO, in response to the strategic direction of the Shire, and the development of the skills and knowledge of the position.

12. GENERAL TERMS OF APPOINTMENT

- 12.1. All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest.
- 12.2. Shire's corporate values for serving the community are: quality of service; Proactive, Leadership and Teamwork, Accountability and Integrity, Commitment and; Engaging Community.
- 12.3. The values which govern the conduct of management and employees are: loyalty; respect and trust; corporate teamwork; excellence and best practice; open, fair, accountable and efficient work practices; and staff development.

13. CERTIFICATION

I, Shire of Boyup Brook Chief Executive Officer (CEO), confirm the details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As position occupant, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant	
Date	
Chief Executive Officer	
Date	